Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	6	2,269	8	2,283
	0	912	4	916
Customer Company Total	6	2,269	8	2,283
	0	912	4	916

Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	6	2,269	8	2,283
	0	226	2	228
Customer Company Total	6	2,269	8	2,283
	0	226	2	228

Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	6 0.24	2,269 0.74	8 0.73	2,283 0.74
Customer Company Total	6 0.24	2,269 0.74	8 0.73	2,283 0.74

Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	6 0	2,269 98	8 0	2,283 98
Customer Company Total	6 0	2,269 98	8 0	2,283 98

Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | **Top Number - Total Incidents** **Bottom Number - Average time in hours** | | | |
	High	Low	Medium	ATTR Total
Workforce Services	6 0.54	2,269 2.06	8 0.78	2,283 2.05
Customer Company Total	6 0.54	2,269 2.06	8 0.78	2,283 2.05

Workforce Services

Detail

INC000000190789	Devin Shipp	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	1066.35
INC000000224015	Vanessa Mann	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.27
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.35
INC000000250042	Michele White-Milgate	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.04
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.04
INC000000250095	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.20
	Voice Operations	Gail Christiansen	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.72
INC000000251261	Debbie Sheldon	PC/Laptop	Virus	None		TIR Missed: Yes	TIR:	1.64
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.64
INC000000252535	Jefferson Barrett	Application	Error	Content Manager		TIR Missed: No	TIR:	0.05
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000253319	Robert Birkinshaw	Application	Error	Content Manager - Centralized		TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.89
INC000000259647	Debbie Sheldon	PC/Laptop	Error	DWS Web		TIR Missed: Yes	TIR:	1.05
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000260852	Sarka Dever	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000264570	Dixie Baughman	Application	Error	Utah Works		TIR Missed: No	TIR:	0.46
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000265168	Nolan Warby	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	234.87
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	234.87
INC000000268227	Dorothy Williams	None	None	None		TIR Missed: Yes	TIR:	51.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	51.26
INC000000268463	Tamara Anton	Telecom	Area Code	Telephone		TIR Missed: No	TIR:	0.24
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000268894	Jonathan Lozon	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000268899	Elaine Jensen	Application	Reporting	None		TIR Missed: Yes	TIR:	1.07
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.21
INC000000269107	Trish West	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR:	3.02
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.02

Workforce Services

| INC000000269111 | Stacy Eastman | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269114 | Lindsey Caffall-Davis | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269117 | Alex Zenner | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269118 | Erin Robinson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269119 | Barbara R Peterson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269121 | Lida Khoshal | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269125 | Kevin Goldthorpe | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269127 | Andy Mathis | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269130 | Elaine Jensen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269132 | Tuesdee Thomson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269134 | David Whiteside | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269135 | Mike Thomason | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269136 | Lori Montague | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269140 | Debbi Warmus | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269141 | Jeremy Robinson | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269144 | Vickie Olsen | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000269149 | Jeris Shira | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

Enterprise Incident Report March 2011

As of 4/4/2011

Workforce Services

Incident	Requester	Category	Type	Item	TIR Missed	TIR	Org/Assignee	Service	Priority	Status	TTR Missed	TTR
INC000000269434	Danielle Nelson	Application	Error	Internet Explorer	No	0.08	Metro B Desktop Support / Gary Graham	Workforce Services	Low	Closed	No	0.08
INC000000269556	Susy M Westphal	Remote Connectivity	Performance	None	No	0.00	Rural Central Desktop Support / Troy Morris	Workforce Services	Low	Resolved	Yes	7.71
INC000000269811	Karen Thomas	Telecom	Dial Tone	None	No	0.46	Voice/Data/WAN Services / Greg Blessing	Workforce Services	Low	Closed	No	0.63
INC000000269899	Justin Sorenson	Telecom	Dial Tone	None	No	0.27	Voice/Data/WAN Services / Greg Blessing	Workforce Services	Low	Closed	No	0.56
INC000000269909	Patti Sellers	PC/Laptop	Password	None	No	0.00	Rural Central Desktop Support / Troy Morris	Workforce Services	Low	Closed	No	0.18
INC000000269932	Laura Ramos	PC/Laptop	Performance	None	No	0.13	Metro A Desktop Support / Rodney Austin	Workforce Services	Low	Closed	Yes	8.94
INC000000270146	Vanessa Washington	Remote Connectivity	Error	None	Yes	3.87	Voice/Data/WAN Services / Spencer Blodgett	Workforce Services	Low	Closed	No	3.87
INC000000270206	Vilma Flores	PC/Laptop	Performance	None	No	0.00	Metro A Help Desk / Cindy Schroeder	Workforce Services	Low	Closed	No	0.29
INC000000270315	Lance Soffe	Application	Error	None	Yes	31.15	Technical Lead/Project Manager / Bart Purser	Workforce Services	Low	Closed	Yes	31.31
INC000000270321	Kaylee Ashdown	PC/Laptop	Performance	None	No	0.04	Metro A Desktop Support / Wayne Higgs	Workforce Services	Low	Closed	No	0.04
INC000000270428	Penney Chipp	None	None	None	Yes	82.95	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	Yes	82.95
INC000000270430	Jeremy Robinson	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	
INC000000270432	Theresa Tann	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	
INC000000270437	Annette Schvaneveldt	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	
INC000000270438	Lisa C Peterson	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	
INC000000270439	Lori Montague	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	
INC000000270440	Becky Williams	None	None	None	No	0.00	Application Support - EREP / David Moffitt	Workforce Services	Low	Closed	No	

Workforce Services

INC000000270442	Kimberly Johnson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270447	Olga Cooper	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270448	Malida Stram	None	None	None		TIR Missed: No	TIR:	0.09
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000270450	Amber Trussell	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270452	Lori Jacobazzi	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270454	Mandy Davis	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270457	Joanne Olson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270458	Stephanie Harding	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270459	Jeremy Robinson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270462	Tuesdee Thomson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270470	Marci Benson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270471	Elizabeth Fitzpatrick	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270495	Dale Hutchings	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270503	William Greer	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	3.98
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.55
INC000000270517	Penney Chipp	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270546	Jeremy Robinson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270550	Shonie Barker	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000270551	Sonya Erickson	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270560	Kasia Tuaitanu	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270561	Heidi Torres	Application	Password	None		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000270562	Michelle Phillips	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270566	Kerrie Jensen	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270580	Theresa Tann	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270582	Dale Hutchings	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270584	Rachel Goss	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270587	Denice Springer	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000270590	Suzie Yeates	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.20
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.20
INC000000270631	Roseanna Bills	PC/Laptop	None	None		TIR Missed: No	TIR:	0.19
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.42
INC000000270634	Jolene Costigan	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000270648	Roseanna Bills	Application	Error	Adobe Flash		TIR Missed: No	TIR:	0.29
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.23
INC000000270742	Penney Chipp	Network	Error	None		TIR Missed: No	TIR:	0.48
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000270742	Penney Chipp	Network	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.59
INC000000270746	Deborah Servis	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.38
INC000000270752	Chris Nance	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11

Workforce Services

INC000000270759	Chris Boyadjian	Network	Error	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000270762	Lucy Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270765	Mike Miller	Network	Error	None		TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000270768	Connie Larsen-Frazier	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270774	Karla Aguirre	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.37
INC000000270812	Pam Malone	PC/Laptop	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.35
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000270816	Nancy Gallegos	Application	Error	None		TIR Missed: No	TIR:	0.28
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000270819	Michael W Hansen	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: Yes	TIR:	1.13
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.15
INC000000270822	Junie Anderson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270827	Jolyn Bevan	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000270841	Laurie Ocobock	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.43
INC000000270865	Cherie Robison	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.29
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.51
INC000000270869	Brad Smith	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270882	Jody McMillan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000270889	Connie Green	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000270898	Terri Waters	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000270900	Heidi Torres	Application	Reporting	Kofax ImageControls		TIR Missed: No	TIR:	0.28
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28

Workforce Services

INC000000270901	Anne Gilbert	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.63
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000270904	Heidi Torres	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000270925	Devin Cummins	Application	Password	Kofax ImageControls	TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000270926	Janene Pearce	Application	Error	Utah Works	TIR Missed: Yes	TIR:	2.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.20
INC000000270936	Shane Farr	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.84
INC000000270991	Shonie Barker	Application	None	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000271033	Susan M White	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000271052	John Olson	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000271068	Connie Dumas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000271080	Jennifer Domenici	Application	Reporting	None	TIR Missed: No	TIR:	0.10
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000271084	Christina Lloyd	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000271102	Fredrick Ntabwoba	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000271119	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000271141	Janaina Martins	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.91
INC000000271148	Stephanie Trappett	None	None	IPCC Express	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.94
INC000000271156	David Ashby	Application	Error	Contributions Automated Tax Sy	TIR Missed: Yes	TIR:	3.39
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.92
INC000000271159	Moriah Stucki	Application	Error	Utah Works Web Site	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

Workforce Services

| INC000000271162 | Paul Birkbeck | None | None | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.86 |

| INC000000271165 | Kathy Leeds | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.92 |
| Rural Central Desktop Support | Richard Packer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.32 |

| INC000000271170 | Anita Kramer | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000271189 | Shane Farr | Application | Error | Novell Messenger | TIR Missed: No | TIR: | 0.24 |
| Application Services | Tony Larsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.03 |

| INC000000271200 | Debbie Torres | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000271236 | Cindy Lehmann | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000271247 | Amanda Matravers | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000271268 | Kathy Leeds | Application | Error | None | TIR Missed: Yes | TIR: | 6.23 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.23 |

| INC000000271286 | Kathy Leeds | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 6.12 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.12 |

| INC000000271295 | Raylyn Tucker | None | None | None | TIR Missed: Yes | TIR: | 2.17 |
| Application Support - Content Mana | Mike Beynon | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.17 |

| INC000000271302 | Isaac Collard | Application | None | Avaya CentreVu Supervisor | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.78 |

| INC000000271326 | Carol Guymon | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.20 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.76 |

| INC000000271337 | Veronica M Valadez | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.06 |

| INC000000271344 | Debbie Sheldon | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Operations Production Control | Christie Burnham | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000271351 | Hanh Nguyen | Server | None | Utah Works | TIR Missed: No | TIR: | 0.27 |
| Metro A Hosting | Jeff Bartholomew | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.27 |

| INC000000271355 | Dan Hooten | Server | None | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Hosting | None | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000271360 | Sheila Oelerich | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.51 |

Workforce Services

INC000000271367	Debbie Sheldon	Server	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Hosting		None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000271378	Deb Hiatt	Application	Password	Microsoft Windows XP Professi(		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.66
INC000000271383	Debbie Sparks	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000271403	Andy Platt	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.07
INC000000271429	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000271432	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000271439	Ronda Kelly	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.00
INC000000271480	Greg Kuhlman	Application	Error	Utah Works		TIR Missed: No	TIR:	0.71
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.71
INC000000271481	Yvonne Krause	Application	None	Utah Works		TIR Missed: Yes	TIR:	1.11
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:		1.11
INC000000271501	Kim Dinh-Nguyen	Application	Error	None		TIR Missed: Yes	TIR:	7.70
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:		7.70
INC000000271502	Levi Jones	EIS Hardware	Scanner	None		TIR Missed: No	TIR:	0.25
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.25
INC000000271519	Alisha Clark	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.04
INC000000271520	Janet Gale	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.06
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.06
INC000000271528	Denise Sorensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.68
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:		1.24
INC000000271603	Laurie Ocobock	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:		6.11
INC000000271605	Rebecca Williams	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.71
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:		2.18
INC000000271620	Suzan Pixton	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:		0.11

Workforce Services

Incident	Name	Category	Subcategory	Product	TIR Missed	TIR
INC000000271630	Dawn Lay	Network	Password	Novell Client for 32-bit Windows	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271632	Valerie Martin	PC/Laptop	None	None	No	0.02
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000271634	Dimang Chao	PC/Laptop	Error	None	No	0.01
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000271637	Valerie Martin	PC/Laptop	Hardware	None	No	0.01
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000271664	Deborah Servis	PC/Laptop	Error	Microsoft Windows XP Professio	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271666	Blaine Cook	None	None	None	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271667	Javier Hernandez	PC/Laptop	Error	Microsoft Windows XP Professio	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271690	Katherine Thomas	None	None	None	No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271705	Connie Smith	PC/Laptop	Hardware	None	No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000271707	Casey Lance	Application	Password	Novell Client for 32-bit Windows	No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000271712	Kaylee Ashdown	PC/Laptop	Performance	Microsoft Windows XP Professio	No	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000271741	Kelly Faraone	Network	Incident	Novell Client for 32-bit Windows	No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000271763	Ashley Baker	Network	Error	None	Yes	1.42
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.43
INC000000271765	Deb Hiatt	Application	None	ZENworks for Desktops	No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000271772	Sharon Holmes	Application	None	Microsoft Word	No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.55
INC000000271792	Richard Donegan	Application	Error	Internet Explorer	No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000271795	Pam Malone	Print/Copy/Scan/Fax	Incident	None	Yes	1.24
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.98

Workforce Services

INC000000271796	Shaylyn Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.75
INC000000271803	Sydney Christensen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.74
INC000000271805	Jolyn Bevan	Application	None	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000271807	Rebecca Williams	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000271810	Rhett Wilson	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.71
INC000000271817	James Stavros	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.70
INC000000271822	Jasmina Baxter	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.06
INC000000271830	Connie Dumas	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000271832	Alicia Rodgers	Telecom	IP	None		TIR Missed: No	TIR:	0.33
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.33
INC000000271857	Cecilia Giron	Application	Error	Utah Works		TIR Missed: Yes	TIR:	95.14
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	95.14
INC000000271864	Crystal Beck	None	None	None		TIR Missed: No	TIR:	0.88
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.05
INC000000271879	Junie Anderson	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.37
INC000000271893	Joanne Olson	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.44
INC000000271896	Jackie Bryant	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000271931	Cathy Maynard	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000271945	Amy Wylie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000271962	Janet Gale	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.33
Application Services	Martin Gonzalez	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.88

Workforce Services

INC000000271986	James Mitchell	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000271998	Gary C Williams	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272004	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272039	Mike Cook	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19

INC000000272047	Scott J Clark	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.14
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.25

INC000000272051	Amy Wylie	Application	Error	Content Manager		TIR Missed: No	TIR:	0.83
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83

INC000000272054	Karen Gardner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.81
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.81

INC000000272097	Karen Guymon	Application	Error	None		TIR Missed: Yes	TIR:	24.32
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	24.32

INC000000272129	Karen Ojeda	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272170	Lien Le	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.33
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.36

INC000000272176	Debbi Class	Application	Error	None		TIR Missed: No	TIR:	0.08
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.60

INC000000272181	Diane Hunter	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10

INC000000272192	Debbie Torres	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272194	Shane Farr	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.04
Voice/Data/WAN Services	Mark Thomas	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45

INC000000272197	Jolyn Bevan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272207	Vivian Olson	Application	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000272235	Cory Moss	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53

Workforce Services

INC000000272236	Judy Mattinson	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.02
INC000000272237	Shawna Werner	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	
INC000000272238	Carmen Bento	None	None	None			TIR Missed: No	TIR:	0.29
	Metro A Hosting	Tom Carney	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.29
INC000000272258	Debra Slotboom	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272270	Cathy Bell	Application	Error	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272279	Kelly Spafford	Remote Connectivity	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.13
INC000000272306	Felecia Maxfield	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.65
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Closed	TTR Missed: No	TTR:	3.86
INC000000272337	Cathy Maynard	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.08
INC000000272346	Maria Nak	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272370	Leslie Henderson	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272414	Theresa R Wheatley	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272432	Paul Fasig	None	None	Offender Tracking			TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Chuck Wilson	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272439	Jody Sillitoe	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.99
INC000000272450	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000272479	Laurie Ulibarri	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.05
INC000000272483	Rachel Hancock	Network	Error	Novell GroupWise			TIR Missed: No	TIR:	0.35
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.48
INC000000272494	Cory Moss	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000272499	Bryan Kessinger	Application	Error	None		TIR Missed: No	TIR:	0.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000272544	Betty Betham	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000272552	Marge Rajski	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000272563	Leo Winegar III	Application	None	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000272578	Lance Soffe	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000272579	Teri McPhail	Telecom	None	None		TIR Missed: No	TIR:	0.08
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000272600	Kayl Smith	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272635	Lisa Butler	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000272639	Cory Moss	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000272648	Maryana Valles	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272651	Mark Sorenson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272654	Marilu Uribe	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272682	Paula Johns	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272697	Nancy Robison	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272700	Eddie Richmond	Application	None	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272711	Vanessa Lindquist	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000272729	Cory Moss	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000272800	Kayl Smith	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.13
INC000000272802	Ashley Baker	Application	Error	None		TIR Missed:	Yes	TIR:	4.77
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.78
INC000000272807	Kathy Hintze	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000272819	Vanessa Washington	Application	Reporting	None		TIR Missed:	No	TIR:	0.46
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.05
INC000000272835	Jefferson Barrett	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000272841	Daisha Montgomery	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000272854	Shawna Werner	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.23
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000272861	Daisha Montgomery	Application	Reporting	Utah Works Web Site		TIR Missed:	No	TIR:	0.07
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000272870	Carol Guymon	None	None	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.10
INC000000272874	David Ostrom	Application	Reporting	None		TIR Missed:	No	TIR:	0.36
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.26
INC000000272890	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000272894	Randi Bell	Application	None	Utah Works		TIR Missed:	Yes	TIR:	3.72
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.72
INC000000272901	Karen Gardner	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	12.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	12.58
INC000000272918	Nathan Dopp	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.87
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.89
INC000000272954	Jamie Guenon	None	None	None		TIR Missed:	No	TIR:	0.35
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.49
INC000000272955	Linda Lundberg	Application	Error	Content Manager - Centralized		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000272959	Oscar Molina	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.29

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000272962	Mark Allen Peterson	Application	Reporting	Computerized Unemployment B	TIR Missed: No	0.95
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.54
INC000000272981	Melody Harkwright	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.56
INC000000273053	Raylyn Tucker	PC/Laptop	None	None	TIR Missed: Yes	2.62
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.63
INC000000273068	Sheila Sarten	Application	Reporting	ZENworks for Desktops	TIR Missed: Yes	1.11
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.11
INC000000273074	Robyn Spongberg	Application	Error	Computerized Unemployment B	TIR Missed: No	0.47
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000273088	Cassy Hahn	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273092	Vilma Flores	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.20
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.50
INC000000273144	Becky Kalaher	Telecom	Dial Tone	None	TIR Missed: No	0.25
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.90
INC000000273178	Jessica Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273183	Debra Shelley	Application	Error	Java Platform SE	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000273216	Colleen Fitzgerald	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000273221	Michelle W Christensen	Network	Performance	None	TIR Missed: Yes	1.01
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000273264	Bradley Salmond	PC/Laptop	Performance	None	TIR Missed: No	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.14
INC000000273284	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed: No	0.05
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.22
INC000000273294	Carina Larson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000273301	Wayne Fillmore	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000273319	Koral Vasquez	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

| INC000000273322 | Raylyn Tucker | Application | Error | None | TIR Missed: Yes | TIR: | 1.65 |
| | Metro A Desktop Support | Diane Pfeifer | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.65 |

| INC000000273335 | Nathan Riggs | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.61 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.69 |

| INC000000273338 | Jane Randquist | Application | Error | Microsoft Windows XP Professi(| TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.33 |

| INC000000273372 | Connie I Fowler | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Kim Ratushniak | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.21 |

| INC000000273374 | Cindy Bertagnolli | Application | Error | Kofax ImageControls | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.56 |

| INC000000273380 | Kim Torman | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.05 |

| INC000000273385 | Jesse Bissegger | PC/Laptop | Error | Microsoft Windows XP Professi(| TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 7.24 |

| INC000000273396 | Janet Gale | Application | None | DWS Intranet | TIR Missed: No | TIR: | 0.13 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.36 |

| INC000000273401 | Bonnie Sterrett | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 5.65 |

| INC000000273419 | Cory Moss | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.25 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.87 |

| INC000000273423 | Linda Lundberg | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273427 | Lonny Marchbanks | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273431 | Nune Phillips | Telecom | Voice Mail | Telephone | TIR Missed: No | TIR: | 0.38 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.54 |

| INC000000273441 | Ronda Kelly | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.79 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.24 |

| INC000000273448 | Brenda Duvall | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.50 |
| | Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.51 |

| INC000000273451 | Simone Ongoongotau | Application | Error | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Application Support - Content Mana Nate Olson | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000273462 | Judy H Gardner | Application | Error | State Payroll Time Entry System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

INC000000273469	Ha Kim Nguyen	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.91
INC000000273473	Alan Norton	None	None	None		TIR Missed: Yes	TIR:	49.93
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	49.93
INC000000273479	Marylynn Prows	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273481	Carolyn Nay	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273482	Michelle Wright	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273483	Doralie Gale	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273484	Emmalee Hunt	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273487	Joanne Olson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273489	Mandy Davis	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273491	Heidi R Thomas	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273497	Ashley Davis	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000273498	Darwin Kocherhans	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273500	Susan Deffendol	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273502	Debbie Sheldon	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273504	Cindy Bertagnolli	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.14
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000273508	April Galinski	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000273510	Marge Rajski	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

Workforce Services

INC000000273511	Jay Hafen	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273512	Jessica Johnson	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273520	Jill Kunde	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273527	Tammy M Cole	Application	Error	Kofax ImageControls			TIR Missed: No	TIR:	0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.68
INC000000273533	Mary Zorn	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273541	Milton Olsen	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000273546	Toni Thayn	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273548	Christy Cederstrom	Application	Password	DWS Intranet			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000273549	Tonya Burton	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273551	Susan Deffendol	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273564	Ruthann Porter	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273565	Sally J Critchlow	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000273566	CJ Higgins	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273568	Jenica Sheldon	Application	Error	Adobe Flash			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000273572	Robert Birkinshaw	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000273574	Jana Kano	Application	Error	Adobe Flash			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000273579	Michelle Allen	Application	Error	Adobe Flash			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000273596 | Linda Wirtjes | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.15 |

| INC000000273644 | Lien Le | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273645 | Wayne Tuttle | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273654 | Sharon Peake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: Yes | TIR: | 1.06 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.55 |

| INC000000273699 | Deborah Hamlett | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273701 | Lori Jacobazzi | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000273710 | Connie Smith | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.26 |

| INC000000273735 | Terri Waters | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273751 | Kristan Hall | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.03 |
| Help Desk | Eileen Dubach | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000273796 | Leyla Escobar | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| Help Desk | Vicky Marrelli | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273885 | Sharon Lowe | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Ryan Bennett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273895 | Nique Frasier | PC/Laptop | Password | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273910 | Junie Anderson | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000273913 | Deborah Servis | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.02 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.35 |

| INC000000273940 | Laurie Ulibarri | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000273946 | Valerie Seidel | None | None | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000273947 | Ted Barley | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

Workforce Services

| INC000000273952 | Jamie Escobia | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.17 |

| INC000000273968 | Leslie Minaya | None | None | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000273969 | Robin Herrera | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.08 |

| INC000000273973 | David Baldwin | None | None | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000273986 | Junie Anderson | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.12 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.12 |

| INC000000273993 | Theresa Tann | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000273998 | Christi Seger | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.12 |

| INC000000273999 | Sara Stoffers | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Don Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.28 |

| INC000000274007 | Doralie Gale | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.06 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.38 |

| INC000000274012 | Shannon Charlson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000274029 | Robert Birkinshaw | PC/Laptop | Error | Java Media Framework | TIR Missed: No | TIR: | 0.32 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.57 |

| INC000000274044 | Bridgit Wekluk | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.18 |

| INC000000274056 | Carol Guymon | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.48 |

| INC000000274062 | Sherry Bird | Application | Error | None | TIR Missed: No | TIR: | 0.24 |
| Help Desk | Brenda Treadway | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000274075 | Mark Allen Peterson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.03 |

| INC000000274077 | Lisa Osborn | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.33 |

| INC000000274081 | Toni C Ansel | Application | Error | Microsoft Word | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.64 |

Workforce Services

INC000000274113	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274116	Pam Malone	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.72
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.73

INC000000274119	David Chatterley	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

INC000000274121	Tiffanie Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274137	Autumn Armstrong	Application	Error	Utah Works		TIR Missed: No	TIR:	0.47
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47

INC000000274161	Zeze Rwasama	Application	Error	None		TIR Missed: No	TIR:	0.28
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28

INC000000274172	Brooke Coster	Application	Error	None		TIR Missed: No	TIR:	0.09
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09

INC000000274210	My Tran	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49

INC000000274219	Steve Price	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274226	Ivanova Fuller	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.00

INC000000274231	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274232	Susana Rollins	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274233	Tawnia Page	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.26
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47

INC000000274239	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274243	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274249	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000274256	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000274257	Debra Shelley	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000274259	Tori Henson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274275	Autumn Armstrong	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000274278	Marina Koker	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274279	Melissa Daymont	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000274280	Becky Miller	Application	None	None	TIR Missed: No	TIR:	0.11
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000274283	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274284	Rebecca Farnsworth	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000274292	Karen Ojeda	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274293	Teresa Meyer	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000274306	Judy Mattinson	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274315	Debbie Garretson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.73
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.73
INC000000274319	Ted Barley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274331	Deo Sharma	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000274357	Deborah Hamlett	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.77
INC000000274361	Ann Stockham	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000274364	Gary C Williams	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000274366	Janet Gale	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.10
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000274367	Rachel Gehring	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.08
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000274378	Lane Anderson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.53
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000274380	Ryan Halstenrud	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.07
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000274387	Dan Schuring	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274388	Samantha Moseley	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000274391	Lien Ly	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274394	Stephen Lisonbee	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274398	Ashley Nielsen	Application	Error	Utah Works	TIR Missed: No	TIR:	0.47
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000274400	Jacquelyn Harris	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.49
INC000000274401	Debra Schlund	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.90
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000274426	Penny Stevens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000274429	Julie Allen	Application	Error	None	TIR Missed: Yes	TIR:	17.74
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	17.74
INC000000274431	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274435	Debra Nordfelt	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000274447	Patrea Faulkner	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274456	Janet Gale	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000274468	Chris Baker	Telecom	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274472	Shauna Scott-Bellaccomo	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.29
INC000000274481	Daisha Montgomery	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.97
INC000000274482	Becky Chambers	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.34
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.34
INC000000274495	Koral Vasquez	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: Yes	TIR:	1.43
Metro D North Desktop Support	Don Higgs	Workforce Services		Low	Closed	TTR Missed: No	TTR:	3.85
INC000000274500	Stephanie Trappett	None	None	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services		Low	Closed	TTR Missed: No	TTR:	2.65
INC000000274507	Kathy Guymon	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.34
INC000000274515	Karen Guymon	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274522	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274524	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274525	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274527	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274529	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274537	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274539	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274543	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274546	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000274547	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274550	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274551	Patti Sellers	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.13
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.71

INC000000274553	Weston Miller	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274579	Maryana Valles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274581	Kevin O Olsen	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.25
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39

INC000000274591	Karla Aguirre	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274599	Brent Fife	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.21
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45

INC000000274605	Amy Rindlisbacher	Application	Error	None	TIR Missed: Yes	TIR:	1.96
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.96

INC000000274607	Kaye Stewart	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.65

INC000000274644	Joe Salazar	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274653	Courtney Marshall	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.13

INC000000274654	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274655	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274656	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000274658	Patti Sellers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.36

INC000000274678	Miri Parker	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11

Workforce Services

INC000000274689	Curt Cooper	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	22.75
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	35.99
INC000000274694	Connie Smith	Application	Reporting	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000274696	Margie Mohler	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.74
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.52
INC000000274705	Kim Auberger	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.29
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.56
INC000000274708	Janet Romo	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000274715	David Moore	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.32
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000274750	Doralie Gale	Application	Error	Utah Electronic Resource and E	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000274773	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000274777	Brenda Duvall	Application	Error	State Payroll Time Entry System	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000274781	Marina Koker	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000274788	Kirsten Heaton	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000274806	Lillie Coleman	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000274821	Debbie Lyberger	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000274828	Raylyn Tucker	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.03
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.56
INC000000274871	Verlin Christensen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.64
INC000000274881	Judy Thatcher	Application	Error	Computerized Unemployment B	TIR Missed:	No	TIR:	0.67
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000274902	Lori Jacobazzi	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10

Workforce Services

| INC000000274916 | Sheryl Nisely | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.25 |

| INC000000274947 | Colleen Johnson | None | None | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000274958 | Irwin Purcell | Application | Error | Internet Explorer | TIR Missed: Yes | TIR: | 1.12 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.12 |

| INC000000274966 | Christine Rich | None | None | None | TIR Missed: Yes | TIR: | 126.58 |
| Application Support - PACMIS | Cindy Layton | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 126.58 |

| INC000000274967 | Timothy Chamberlain | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000274968 | Chue Yang | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000274975 | Shirley Renz | Application | None | Computerized Unemployment B | TIR Missed: Yes | TIR: | 1.10 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.98 |

| INC000000274977 | Bill Goodwin | PC/Laptop | Error | None | TIR Missed: Yes | TIR: | 1.57 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.57 |

| INC000000274978 | Kathy Martinez | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| Network Operations | Dave Bodily | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.58 |

| INC000000274980 | Leigh Page | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.43 |

| INC000000274984 | Ayelen Ottonelli | PC/Laptop | Error | None | TIR Missed: Yes | TIR: | 1.02 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.75 |

| INC000000274986 | Deborah Hamlett | PC/Laptop | Password | Microsoft Office XP Professiona | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.09 |

| INC000000274993 | Mark Tilby | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000274994 | Lonna G Wight | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.46 |

| INC000000275000 | Milton Olsen | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.07 |

| INC000000275001 | Karin Allen | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000275008 | Moriah Stucki | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.53 |
| Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.39 |

Workforce Services

INC000000275026	Holli Turner	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000275044	Lidya Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275047	David Chatterley	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275049	Leigh Page	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000275050	Lynette H Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275052	Son Chau	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000275062	Sarka Dever	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000275074	Alla Zilbershteyn	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.24
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.29
INC000000275076	Allen Penrod	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275084	Melissa Romero-McKean	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.93
INC000000275091	Elizabeth Fitzpatrick	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000275100	Lani Dick	Application	Error	State Payroll Time Entry Systen		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000275115	Rebecca Banner	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000275122	Janene Pearce	Application	Error	None		TIR Missed: Yes	TIR:	1.08
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.08
INC000000275126	Melissa Presley	Application	Error	None		TIR Missed: No	TIR:	0.87
	Application Support - APEX	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.87
INC000000275129	David Brady	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000275134	Gerald Gappmayer	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08

Workforce Services

INC000000275138	Pete Forman	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000275139	Ryan Betts	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000275150	Eugenia Artamonova	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000275153	Perry Colette	PC/Laptop	Performance	Content Manager - Centralized	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.56
INC000000275163	Shane Farr	Application	Error	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000275166	Giselle Jackson	Network	Performance	None	TIR Missed:	No	TIR:	0.19
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000275203	Siupeli Vainuku	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.69
INC000000275203	Siupeli Vainuku	Application	Error	Novell GroupWise 32-bit Window	TIR Missed:	Yes	TIR:	4.06
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	5.69
INC000000275204	Debbi Class	Application	Error	Microsoft Office	TIR Missed:	Yes	TIR:	1.24
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.24
INC000000275209	Denise Sorensen	Network	None	None	TIR Missed:	Yes	TIR:	1.21
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.03
INC000000275212	Toni Sierra	Application	Error	Collection Management System	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000275222	Rachelle Rypien-Walker	Application	None	Content Manager - Centralized	TIR Missed:	No	TIR:	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000275228	Malida Stram	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed:	Yes	TIR:	1.02
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	16.37
INC000000275242	Shauna Scott-Bellaccomo	Application	Error	Utah Works	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000275251	Jennifer Buonocore	None	None	DWS Intranet	TIR Missed:	No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.93
INC000000275269	Bret Lucas	Application	Reporting	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000275274	Lanelle Windley	Application	None	Novell GroupWise	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

Workforce Services

INC000000275281	Lane Anderson	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.46
INC000000275291	Janet Gale	Application	None	None	TIR Missed: No	TIR:	0.33
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.01
INC000000275294	Theresa Tann	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275298	Kristi Manseau	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000275309	Alan Dennis	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275336	Melissa Beagley	Application	Error	None	TIR Missed: No	TIR:	0.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000275342	Andrea Scott	Application	Error	Java Platform SE	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000275352	Wayne Fillmore	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275370	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275412	Raylyn Tucker	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	2.93
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.20
INC000000275413	Tauna Woolley	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000275414	Ashley Baker	Application	Error	None	TIR Missed: Yes	TIR:	1.27
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.50
INC000000275418	Jocelyn Griffin	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.37
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39
INC000000275430	Jackie McAtee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275436	Delma White	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275439	Cheree Buckels	Application	Error	None	TIR Missed: No	TIR:	0.54
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000275442	Dusty Burchett	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.89
	Application Support - EREP IA	Charise Asleson	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	1.89

Workforce Services

INC000000275454	Krzysztof Barchanski	Application	Error	Utah Works	TIR Missed: No	TIR: 0.41
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000275456	Gary C Williams	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000275459	LeAnn Hatfield	Application	Password	Utah Works	TIR Missed: No	TIR: 0.06
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000275479	Seth Niederhauser	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275489	Michael Banks	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000275515	Debbie Torres	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275529	Justin Fowers	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000275537	Jeffrey Creer	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:
INC000000275538	Michelle W Christensen	Network	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.55
INC000000275577	Tim Early	Application	Error	Utah Works	TIR Missed: Yes	TIR: 3.23
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.23
INC000000275579	Shane Otvos	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275638	Luis Ayala	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000275665	Sarah Tolbert	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.51
INC000000275729	Melissa Daymont	Server	Error	Utah Works	TIR Missed: No	TIR: 0.11
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000275755	Kris Bradley	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000275757	Nancy Galt	Server	None	None	TIR Missed: No	TIR: 0.19
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.81
INC000000275760	Gerald Brown	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18

Workforce Services

INC000000275771	Siska Dastrup	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000275772	Shane Farr	Application	Error	Microsoft Word			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.80
INC000000275775	Lonny Marchbanks	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000275779	Steve L Hansen	PC/Laptop	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.10
INC000000275789	Lisa D Dowling	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000275806	Nancy Andrew	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.01
INC000000275808	Stacy Anderson	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000275832	Charise Asleson	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000275846	Scott Smith	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000275852	Heather M Williams	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000275858	Sonia Ayala	Telecom	Feature	Telephone			TIR Missed: No	TIR:	0.27
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.39
INC000000275867	Annette Davis	Application	Error	None			TIR Missed: No	TIR:	0.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.33
INC000000275869	Steve L Hansen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000275873	Debbie Zaugg	Application	Error	Utah Works Web Site			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.83
INC000000275880	Steve L Hansen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000275888	Darren Rogers	None	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.43
INC000000275889	Christopher Maughan	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34

Workforce Services

| INC000000275891 | David Cote | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000275907 | Carrie Peterson | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | |

| INC000000275920 | Nique Frasier | Application | Error | Collection Management System | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.16 |

| INC000000275922 | Penni Dehaan | None | None | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 1.09 |

| INC000000275927 | Anna Larson | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.07 |

| INC000000275928 | Gordon Snow | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 1.05 |

| INC000000275935 | Peggy Barton | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000275939 | Siska Dastrup | Telecom | Voice Mail | Telephone | TIR Missed: | No | TIR: | 0.08 |
| | Voice Operations | Annette Nielsen | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.21 |

| INC000000275946 | Lindsey Caffall-Davis | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000275966 | Gabby Klawitter | Application | Password | Novell GroupWise 32-bit Window | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.15 |

| INC000000275967 | Melanie Reese | PC/Laptop | None | Novell ConsoleOne | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000275985 | Dennis Broad | Application | Error | Utah Works Web Site | TIR Missed: | No | TIR: | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.21 |

| INC000000276011 | Melanie M Hales | Application | Reporting | Content Manager | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000276012 | Sarah Tolbert | Application | Error | None | TIR Missed: | No | TIR: | 0.24 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.24 |

| INC000000276041 | Susan Quist | None | None | None | TIR Missed: | No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.00 |

| INC000000276043 | Terry Hansen | PC/Laptop | Performance | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.10 |

| INC000000276051 | Leigh Page | Network | Performance | None | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: | No | TTR: | 0.17 |

Workforce Services

| INC000000276088 | Kathy Hintze | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276102 | Leigh Page | Application | Error | Collection Management System | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276157 | Scott Smith | Application | Reporting | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276197 | Candace Rockwell | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276232 | Lindsay Crosby | Application | Error | Microsoft Windows XP Profession | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.30 |

| INC000000276239 | David Ostrom | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | TIR: | 0.29 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 9.89 |

| INC000000276243 | Robert Birkinshaw | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.14 |

| INC000000276251 | Jeff Shockley | Remote Connectivity | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Campus Networking | David Sedei | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 18.94 |

| INC000000276259 | Sylvia Pineda | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.02 |

| INC000000276261 | Dave Herrera | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276262 | Cristy Fielding | Application | Error | None | TIR Missed: Yes | TIR: | 1.39 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.39 |

| INC000000276263 | Toni Thayn | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276265 | Tamie Turcasso | Application | Error | Adobe Flash | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lane Adams | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276268 | Rachel Durrant | Application | Password | Novell GroupWise | TIR Missed: No | TIR: | 0.58 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.66 |

| INC000000276271 | Tiffany Hales | Telecom | Hardware | None | TIR Missed: No | TIR: | 0.24 |
| | Voice/Data/WAN Services | Spencer Blodgett | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.46 |

| INC000000276303 | Linda Hansen | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.07 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.21 |

| INC000000276314 | Michelle W Christensen | Application | None | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.68 |

Workforce Services

INC000000276320	Shirley Hilton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.11
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000276326	Maria Nak	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276332	Shane Farr	Application	Reporting	Microsoft Office		TIR Missed: Yes	TIR:	1.99
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.24
INC000000276348	Anna Larson	Application	None	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000276354	Heather M Williams	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000276364	Sheryl St Clair	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.04
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.04
INC000000276366	Dana Knold	Application	Error	None		TIR Missed: Yes	TIR:	1.98
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.77
INC000000276379	Janean Justham	Application	Error	Utah Works		TIR Missed: No	TIR:	0.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000276401	Lynda R Myore	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000276423	Janet Howes	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.01
INC000000276428	Shauna Heil	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276444	Bill Starks	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276448	Terry L Banks	Application	Error	Data Warehouse		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000276451	Valerie Martin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276454	Kimberly Reyburn	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000276456	Shelly Ivie	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000276469	Shawn Jolley	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	2.74
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.77

Workforce Services

INC000000276479	Mary Hualde	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000276490	Tricia Mecham	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000276500	Debra Mace	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.99
INC000000276539	Michelle Ann Pierson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276573	Jenine Wood	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	TIR:	0.61
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.68
INC000000276599	Jane Broadhead	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276601	Jane Broadhead	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276605	Gabby Klawitter	Application	None	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.75
INC000000276642	Pamela Surakhun	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276646	Emily Keller	Network	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000276660	Mary Ann Bird	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	10.58
INC000000276674	Jill Navidomskis	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	TIR:	0.21
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000276693	Margie Mohler	Network	Incident	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000276700	Connie I Fowler	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.16
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000276703	Jennifer Cunningham	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276705	Timothy Budd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276706	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02

Workforce Services

INC000000276713	Irina Pierpont	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276715	Wayne Fillmore	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276716	Judy H Gardner	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000276718	Michael A Mills	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276738	Tamie Turcasso	Application	None	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276741	Cindy Bertagnolli	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.39
INC000000276745	Leeann Madsen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.02
INC000000276753	Lisa D Dowling	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 11.78
INC000000276760	Peggy Duncan	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64
INC000000276785	Peggy Duncan	Network	Error	None	TIR Missed: No	TIR: 0.00
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.76
INC000000276794	Colleen Johnson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276796	Mike Miller	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276798	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276804	Al Yardley	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276827	Maugasola Tua	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276840	Pat Palmieri	Application	Password	Novell Messenger	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000276843	Penni Dehaan	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.83
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.07

Workforce Services

| INC000000276847 | Joe Salazar | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.29 |

| INC000000276848 | Craig Guerrero | Application | Password | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.31 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.31 |

| INC000000276849 | Katherine Thomas | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276853 | Susan Weaver-Levet | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.24 |

| INC000000276861 | Jill Navidomskis | Network | Password | None | TIR Missed: No | TIR: | 0.26 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.58 |

| INC000000276881 | Paula Story | Application | Error | Utah Works Web Site | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.46 |

| INC000000276891 | Chelsea Vanden Berg | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.39 |

| INC000000276892 | Tiffanie Adams | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Duane Hardy | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 2.65 |

| INC000000276899 | Kathaleen Williams | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.15 |

| INC000000276915 | Helen Southworth | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276929 | Carrie Mayne | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 2.13 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 4.49 |

| INC000000276938 | Teresa Fulton | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.29 |

| INC000000276948 | Gail Reidling | Print/Copy/Scan/Fax | Incident | None | TIR Missed: Yes | TIR: | 1.92 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.39 |

| INC000000276951 | Gabby Klawitter | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000276965 | Dorothy Williams | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.04 |

| INC000000276984 | Veronica Palomino | Network | Password | None | TIR Missed: No | TIR: | 0.68 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.68 |

| INC000000276997 | Jilaun Perfetto | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.13 |

Workforce Services

INC000000277005	Tamera Smith	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000277015	Cesar Salazar	Application	None	Content Manager			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.53
INC000000277032	Tina Dunyon	Wireless Connectivity	Error	None			TIR Missed: No	TIR:	0.62
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.62
INC000000277044	Randilee Spencer	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.11
INC000000277045	Toni C Ansel	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.45
INC000000277046	David Busk	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.68
INC000000277051	Tamera Smith	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000277062	Selma Meono	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.66
INC000000277074	Heather Loertscher	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.16
INC000000277075	Lisa Osborn	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000277077	Jamie Escobia	Application	Error	None			TIR Missed: Yes	TIR:	5.40
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.40
INC000000277085	Alison Beardall	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.31
INC000000277127	Lorie Davis	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.63
	Technical Lead/Project Manager	James Kammeyer	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	6.10
INC000000277153	Carolyn Parsons	Application	Error	Microsoft Word			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.89
INC000000277195	Michelle Deprizio	Application	None	None			TIR Missed: Yes	TIR:	1.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	2.45
INC000000277204	Katherine Thomas	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000277227	Juliana Smith	Application	Error	Content Manager			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	5.80

Workforce Services

INC000000277230	Abdi Sheikh	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277238	Karen Shepherd	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277240	Jim Jensen	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.17
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	1.09
INC000000277241	Cynthia McDaniel	Application	None	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277247	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277252	Helen Thatcher	Wireless Connectivity	Error	None		TIR Missed:	No	TIR:	0.37
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	1.64
INC000000277260	Anna Gailey	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000277261	Lea Betty	Application	Error	None		TIR Missed:	No	TIR:	0.62
Application Support - EFIND	Anhkim Le	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.62
INC000000277262	Shirley Renz	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.40
INC000000277268	Lisa Butler	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000277284	Chris Baker	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.88
Application Support - UWORKS	Eric Strong	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	2.88
INC000000277296	Gregory Bates	None	None	None		TIR Missed:	Yes	TIR:	1.53
Application Support - Web Dev	Sudha Rajamani	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	1.53
INC000000277317	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.25
Metro A Desktop Support	Wayne Higgs	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000277324	Rachel Durrant	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.42
Help Desk	Brenda Treadway	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.48
INC000000277326	Tiffanie Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.16
Capitol Hosting	Conn Peterson	Workforce Services		Low	Closed	TTR Missed:	Yes	TTR:	6.63
INC000000277330	Irina Pierpont	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000277336	Levi Jones	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.23
Help Desk	Brenda Treadway	Workforce Services		Low	Closed	TTR Missed:	No	TTR:	0.48

Workforce Services

INC000000277340	Elleisha Knowlton	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.32
INC000000277346	Sarah Tolbert	Application	Error	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000277352	Misty Williams	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.91
INC000000277387	Koral Vasquez	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277390	Natasha Davis	Telecom	Feature	None	TIR Missed: No	TIR:	0.46
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000277393	Terry MacFarlane	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.00
INC000000277396	Yvette Woodland	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277399	Veronica Palomino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277407	Dusty Burchett	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000277434	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277444	Jamie Escobia	Application	Error	Utah Works	TIR Missed: No	TIR:	0.14
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000277508	Kimberly Rankin	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.13
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000277517	Troy Evans	Network	Incident	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277529	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277548	Cynthia Bedore	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000277549	Colby Hargis	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000277552	Sallie Muir	PC/Laptop	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

Workforce Services

INC000000277553	Susan Smyth	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000277554	Dale Hutchings	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000277555	Monty Peart	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000277569	Vickie Tiley	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.34
	Application Support - Data Warehol	Laurie Meriwether	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000277575	Mike Cross	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000277599	Mike Cross	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000277607	Clarence McBride	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.35
INC000000277609	Jan Hunt	Application	Reporting	QuickBooks		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000277612	Kimberly Day	Application	Reporting	Avaya CentreVu Supervisor	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000277632	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277679	Ruthann Porter	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277681	Ruthann Porter	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277762	Kevin Goldthorpe	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277764	Lori Giacoletto	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277769	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277797	Bryan Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277801	Victor Angeles	Network	Password	None		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000277818	Georgina Bresnan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.25
Metro A Help Desk	Cindy Schroeder		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33

INC000000277821	Barbara McElhinney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

| INC000000277823 | Carol Jennings | PC/Laptop | Hardware | None | TIR Missed: No | TIR: | 0.11 |
| Rural Central Desktop Support | Paul Petersen | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.62 |

| INC000000277826 | Penney Chipp | Application | Error | ZENworks for Desktops | TIR Missed: No | TIR: | 0.09 |
| Rural Central Desktop Support | Paul Petersen | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.57 |

| INC000000277832 | Michelle W Christensen | Telecom | None | None | TIR Missed: No | TIR: | 0.34 |
| Voice Operations | Annette Nielsen | | Workforce Services | High | Closed | TTR Missed: No | TTR: | 0.34 |

| INC000000277857 | Erin Hathaway | Telecom | None | None | TIR Missed: No | TIR: | 0.84 |
| Voice Operations | Julie Sabato | | Workforce Services | High | Closed | TTR Missed: No | TTR: | 0.87 |

| INC000000277858 | Jim Jensen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000277859 | Brenda Jones | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.77 |
| Rural South Desktop Support | Scott Jesienouski | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.77 |

| INC000000277862 | Alyshia Jenkins | Telecom | None | None | TIR Missed: No | TIR: | 0.83 |
| Voice Operations | Julie Sabato | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.01 |

| INC000000277866 | Shirley Renz | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000277878 | Cherie Robison | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | |

| INC000000277880 | Connie Dumas | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000277885 | Bill Starks | Application | None | None | TIR Missed: Yes | TIR: | 2.73 |
| Application Services | Danielle Hood | | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 6.23 |

| INC000000277886 | Janet Howes | PC/Laptop | Error | Novell ConsoleOne | TIR Missed: No | TIR: | 0.41 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.41 |

| INC000000277897 | Toni C Ansel | Server | Hardware | None | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.65 |

| INC000000277901 | Gary C Williams | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000277916 | Michelle Deprizio | Application | Reporting | Computerized Unemployment B | TIR Missed: No | TIR: | 0.06 |
| Metro A Desktop Support | Robert Wall | | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.76 |

Workforce Services

INC000000277918	Susan Weaver-Levet	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000277922	Becky Chambers	Telecom	Voice Mail	Telephone	TIR Missed:	No	TIR:	0.26
Voice Operations		Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000277926	Renae Christman	PC/Laptop	Password	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000277933	Karen Hess	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	1.79
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.79
INC000000277939	Seth Whitmill	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277945	Annie Sampho	Telecom	Voice Mail	None	TIR Missed:	No	TIR:	0.04
Voice Operations		Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000277958	Janet Romo	None	None	None	TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000277961	Loraine Martin	Print/Copy/Scan/Fax	Incident	DWS Capture	TIR Missed:	No	TIR:	0.00
Rural Central Desktop Support		Jay Barfuss	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.10
INC000000277966	Lisa Weinmuller	Application	Error	Content Manager	TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000277980	Michelle Deprizio	Application	Error	None	TIR Missed:	No	TIR:	0.74
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.72
INC000000277992	Pam Malone	Application	Reporting	None	TIR Missed:	No	TIR:	0.07
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000277995	Alan Dennis	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.47
Rural South Desktop Support		Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000277997	Mike Miller	None	None	None	TIR Missed:	No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278001	Janean Justham	None	None	None	TIR Missed:	No	TIR:	0.00
Metro D Help Desk		Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278010	James E Hill	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278011	Sonya Erickson	Application	Error	eFIND/eSHARE	TIR Missed:	No	TIR:	0.10
Application Support - EFIND		Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000278029	Jamie Escobia	Application	Error	Utah Works	TIR Missed:	Yes	TIR:	1.17
Application Support - UWORKS		Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.17

Workforce Services

INC000000278050	David Whiteside	None	None	None		TIR Missed: Yes	TIR:	73.38
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	73.38
INC000000278055	Michelle Dalley	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278057	Lisa D Dowling	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278058	Ashley Sides	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278060	Amie Graff	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278065	Brenda Martin	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278068	Elaine Jensen	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278070	June Bradfield	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000278077	Ronda Kelly	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278080	Raylyn Tucker	Application	Error	None		TIR Missed: No	TIR:	0.26
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000278083	Lynn Purdin	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000278088	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278089	Brian Peirce	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000278099	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278115	Faye Hubbard	None	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278121	Kenneth Martinez	PC/Laptop	Password	ZENworks for Desktops		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.63
INC000000278128	Leigh Page	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000278135	Judy H Gardner	Application	Error	Mozilla Firefox	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278143	Deo Sharma	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000278144	Melauni Jensen	PC/Laptop	None	None	TIR Missed: No	TIR:	0.36
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.55
INC000000278152	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278166	Jennifer Meyer-Smart	Application	Reporting	Microsoft Visio	TIR Missed: Yes	TIR:	7.09
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.11
INC000000278168	Jennifer Edwards	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278171	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278173	Gabby Klawitter	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278177	Sarah Tolbert	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000278199	Lori Jacobazzi	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278200	Joan Norton	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278226	Gabby Klawitter	Application	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278228	Joe Edman	Application	Error	PGP	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000278243	Jill Benson	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000278285	Lani Wilson-Klingsporn	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000278289	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278296	Sara Hudgins	Application	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Name	Category	Type	Product	TIR Missed	TIR	Priority	Status	TTR Missed	TTR
INC000000278304	Patricia Torres	Print/Copy/Scan/Fax	None	None	No	0.00				
	Rural Central Desktop Support	Paul Petersen	Workforce Services				Low	Closed	No	0.52
INC000000278308	Lisa Ward	Network	Password	Novell Client for 32-bit Windows	No	0.00				
	Metro A Help Desk	Cindy Schroeder	Workforce Services				Low	Closed	No	0.00
INC000000278322	Helen Hadad	Print/Copy/Scan/Fax	None	None	No	0.00				
	Rural Central Desktop Support	Paul Petersen	Workforce Services				Low	Closed	No	0.91
INC000000278325	Heather M Williams	Application	None	Microsoft Windows XP Professio	No	0.00				
	Rural Central Desktop Support	Paul Petersen	Workforce Services				Low	Closed	No	0.93
INC000000278327	Cristina Chavez	None	None	None	No	0.00				
	Operations Production Control	Christie Burnham	Workforce Services				Low	Closed	No	0.00
INC000000278334	Nancy Gallegos	Network	Password	Novell Client for 32-bit Windows	No	0.00				
	Metro A Help Desk	Cindy Schroeder	Workforce Services				Low	Closed	No	0.00
INC000000278377	Leigh Page	Network	Incident	None	No	0.00				
	Metro A Help Desk	Liz Evans	Workforce Services				Low	Closed	No	0.00
INC000000278379	Chris Williams	Wireless Connectivity	Performance	None	Yes	1.94				
	Metro A Desktop Support	Robert Wall	Workforce Services				Low	Closed	No	2.13
INC000000278386	Edina Cesko-Wilson	Application	Error	DWS Web	No	0.56				
	Metro A Help Desk	Liz Evans	Workforce Services				Low	Closed	No	2.14
INC000000278398	Shirley Hilton	Network	Incident	None	No	0.03				
	Metro D North Desktop Support	Neil Smedley	Workforce Services				Low	Closed	No	0.03
INC000000278399	Patti Sellers	None	None	Utah Works	No	0.00				
	Rural Central Desktop Support	Troy Morris	Workforce Services				Low	Closed	No	0.06
INC000000278411	Michelle W Christensen	Telecom	Dial Tone	Telephone	No	0.07				
	Voice/Data/WAN Services	Art Scott	Workforce Services				Low	Closed	No	0.26
INC000000278421	Tammy M Cole	Telecom	Hardware	Telephone	No	0.05				
	Voice/Data/WAN Services	Art Scott	Workforce Services				Low	Closed	No	0.13
INC000000278432	Claudio Arancibia	PC/Laptop	Error	Microsoft Windows 7	No	0.83				
	Metro A Help Desk	Liz Evans	Workforce Services				Low	Closed	No	0.92
INC000000278475	Dean Dickerson	Application	Error	Content Manager - Centralized I	No	0.00				
	Application Support - Content Mana	Nate Olson	Workforce Services				Low	Closed	No	0.09
INC000000278479	Cindy Bertagnolli	Application	Error	Kofax ImageControls	No	0.09				
	Application Support - Content Mana	Nate Olson	Workforce Services				Low	Closed	No	0.09
INC000000278481	Randi Bell	Wireless Connectivity	Error	None	No	0.00				
	Rural Central Desktop Support	Colin Bodkin	Workforce Services				Low	Closed	No	2.30

Workforce Services

INC000000278514	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278516	Doug Larsen	Application	Error	None		TIR Missed: No	TIR:	0.92
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.63
INC000000278517	Tricia Mecham	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278526	Kamron Dalton	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278540	Jolene Costigan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.28
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000278599	Sarah Lu	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.37
INC000000278604	Brenda Duvall	None	None	None		TIR Missed: Yes	TIR:	1.05
	Capitol Hosting	Conn Peterson	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.18
INC000000278617	Tracia Sullivan	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278635	Cherie Robison	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278647	Allen Penrod	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000278681	Mindy Gygi	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.26
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000278689	Matthew Larson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278690	Tom Woodland	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000278695	Anthony Kelly	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000278739	Annette Davis	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000278740	Kathy Hintze	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000278743	Kimberly Carter	Application	Error	Utah Works		TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07

Workforce Services

INC000000278751	Suellen Michel	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR:	1.22
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.22
INC000000278755	Debra Mace	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.78
INC000000278763	Leta Bailey	Network	Incident	Novell eDirectory		TIR Missed: No	TIR:	0.99
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	8.09
INC000000278764	John Pace	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.42
INC000000278776	Nique Frasier	Network	Performance	None		TIR Missed: Yes	TIR:	1.33
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.33
INC000000278787	Rebecca Curry	Application	Reporting	None		TIR Missed: No	TIR:	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000278807	Sarah Lu	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278808	Pam Malone	Application	Reporting	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.05
INC000000278821	Linda Hansen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.31
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000278840	Janet Cole	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000278844	Brian Jacques	Application	Error	None		TIR Missed: No	TIR:	0.14
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000278845	Nikki Cox	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278850	Loggins Merrill	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	1.12
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000278852	Brenda Johnson	Application	Error	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278857	Meagan McDermaid	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000278861	Heather M Williams	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000278872	Irina Pierpont	Application	Error	Microsoft Windows XP Professi	TIR Missed: Yes	TIR:	1.42
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.45

Workforce Services

INC000000278877	Jeana Whitlock	Network	Incident	None		TIR Missed:	Yes	TIR:	1.26
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.75
INC000000278881	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000278891	Dianna Evans	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.26
INC000000278904	Mary Ann Bird	Application	Error	Content Manager - Centralized		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	7.54
INC000000278923	David Ashby	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000278927	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000278966	Leslie Henderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000278968	Michael Barrett	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.14
INC000000278979	Devin Patrick	Application	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.21
INC000000279006	Giselle Jackson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.59
INC000000279013	Ljiljana Arifovic	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000279015	Kristen Floyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000279041	Elizabeth Cheney	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.31
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.38
INC000000279052	Patti Sellers	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.55
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.47
INC000000279062	Tanya Wilson	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.74
INC000000279069	Helen Hadad	Network	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000279078	Tammy M Cole	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03

Workforce Services

INC000000279149	Christopher Myers	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000279153	Mary Ann Bird	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000279154	Nathan Barney	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000279170	Vickie Olsen	Telecom	Hardware	None		TIR Missed: No	TIR:	0.08
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000279173	Lori Montague	Telecom	Hardware	None		TIR Missed: No	TIR:	0.09
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000279176	Toni Jex	Network	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279179	Dana Martinez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000279216	Darren Fox	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279222	Terry MacFarlane	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000279224	Stephanie Harding	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.21
INC000000279236	Yvette Woodland	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279245	Lea Betty	Server	Performance	None		TIR Missed: No	TIR:	0.24
	Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000279246	Stephanie Harding	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279251	Chad Elskamp	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279260	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279271	Sally Egbert	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000279307	Susan Quist	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000279316	Lori Jacobazzi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279331	Kathleen Leiker	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279351	Shane Farr	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.98
INC000000279383	Daniel Heyworth	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.63
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.69
INC000000279405	Cindy Jones	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279409	Terri Waters	Application	Error	Microsoft Office	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279410	Deborah Servis	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279411	Lela King	Application	None	Utah Works	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279412	Cindy Adams	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.20
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000279439	Dorothy Williams	Application	Error	None	TIR Missed: No	TIR:	0.20
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000279442	Karen Shepherd	Application	None	Microsoft Office	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279451	James Stavros	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279509	Bryan Call	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279522	David Busk	Application	Reporting	Collection Management System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279524	Roman Rubalcava	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279526	Nan Powell	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000279528	Marilyn Larsen	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26

Workforce Services

| INC000000279579 | Bettina Smith | Application | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279589 | Vanessa Lindquist | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.02 |

| INC000000279595 | Carol Lowman | Application | Error | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.10 |

| INC000000279604 | David Busk | Application | None | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279608 | William Campbell | Application | None | Microsoft Windows XP Professio | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279612 | Karen Shepherd | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Lance Nay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279637 | Brian Thatcher | None | None | Symantec AntiVirus | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.89 |

| INC000000279645 | Pamela Werner | None | None | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.85 |

| INC000000279647 | Laurie Ulibarri | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279653 | Daisha Montgomery | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.23 |
| | Metro A Desktop Support | Mike Wilde | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 66.40 |

| INC000000279657 | Jennifer Mattinson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279658 | Kathy Wendel | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.11 |

| INC000000279662 | Jennifer Domenici | PC/Laptop | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.35 |

| INC000000279667 | Mike Miller | Application | Reporting | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Closed | TTR Missed: Yes | TTR: | 7.07 |

| INC000000279668 | Connie Shearwood | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 0.00 |

| INC000000279672 | Cherice Bridges | None | None | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| | Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 1.56 |

| INC000000279673 | Selma Meono | Print/Copy/Scan/Fax | None | None | TIR Missed: No | TIR: | 0.00 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.13 |

Workforce Services

INC000000279679	Josie Clark	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.96

INC000000279686	Cathy Maynard	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000279689	Stephanie Trappett	None	None	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.40

INC000000279692	Paula Bowen	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: Yes	TIR:	1.08
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.09

INC000000279693	Melissa Crane	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.45

INC000000279696	Bret Lucas	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.36

INC000000279704	Nathan Dopp	None	None	PGP	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000279706	Marilyn Larsen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.74

INC000000279707	Karla Aguirre	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR:	6.61
	Metro A Desktop Support	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.61

INC000000279711	Stacey Joos	Remote Connectivity	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12

INC000000279716	Lynn Thomas	Network	Incident	None	TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08

INC000000279718	Teri Brinkerhoff	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.38

INC000000279722	Diane Nielsen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.72

INC000000279723	Molly Wengreen	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000279724	Anel Martinez	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

INC000000279727	Kimber Burks	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:

INC000000279730	John Cone	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:

Workforce Services

INC000000279731	Kathy Martinez	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279741	Carolyn Rowland	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279743	Dawna Kranendonk	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000279748	Cindy Bertagnolli	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279750	Michelle Dalley	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279751	Linda Neff	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279753	Joy Majors	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279755	Becky Williams	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279757	Elizabeth Fitzpatrick	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279758	Pat Paulson	Application	Error	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000279760	Michael W Hansen	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279766	Cindy Bertagnolli	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.20
Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.20
INC000000279769	Danette Groesbeck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.08
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.08
INC000000279773	Kristan Hall	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	
INC000000279774	Melinda Bevan	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.65
INC000000279781	JaNea Lund	Application	Error	DWS Web		TIR Missed: No	TIR:	0.29
Application Support - Data Warehou	Trent Ady	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.08
INC000000279791	Janeal Dugmore	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Closed		TTR Missed: No	TTR:	

Workforce Services

INC000000279794	Sharon Pantone	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR:	

INC000000279796	Sarah Tolbert	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000279805	Deborah Hamlett	Network	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.47

INC000000279819	Sarah Tolbert	Application	Error	Content Manager	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000279838	Toni Jex	Application	Error	Utah Works	TIR Missed: No	TIR:	0.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.60

INC000000279846	Cherie Robison	Application	Reporting	None	TIR Missed: Yes	TIR:	1.76
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.76

INC000000279857	Kimberly Reyburn	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.07

INC000000279861	Lynda R Myore	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33

INC000000279862	Sharon Peake	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.20

INC000000279866	Brad Anderson	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

INC000000279874	Lisa Roman	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16

INC000000279878	Kristen Floyd	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

INC000000279894	Shontelle White	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.69

INC000000279903	Terry MacFarlane	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.49

INC000000279912	Mary Cavanaugh	PC/Laptop	Virus	None	TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.42

INC000000279917	Melissa McBride	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.11

INC000000279929	Dawna Kranendonk	Application	Reporting	None	TIR Missed: No	TIR:	0.36
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36

Workforce Services

INC000000279930	Karen Shepherd	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000279935	Michelle Deprizio	Application	Error	Contributions Automated Tax Sy		TIR Missed: Yes	TIR:	1.27
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.29
INC000000279951	Lorie Davis	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	2.15
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.15
INC000000279958	Ashley Baker	Application	Error	Java Platform SE		TIR Missed: Yes	TIR:	2.84
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.84
INC000000279959	Scott A Stephens	None	None	None		TIR Missed: No	TIR:	0.09
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000279981	June Conn-Solomon	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000279989	Fredrick Ntabwoba	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.03
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000280000	Mardee Thompson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.09
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000280011	Jennifer Meyer-Smart	Network	Incident	None		TIR Missed: No	TIR:	0.92
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000280020	Leonardo A Gramajo	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.01
INC000000280038	Heidi Jameson	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000280041	Cherie Robison	Application	Reporting	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.19
INC000000280046	Theresa R Wheatley	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000280052	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280077	Julie Turner	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280096	Becky Coats	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.00
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.95
INC000000280105	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36

Workforce Services

INC000000280113	Joe Edman	Application	Error	Microsoft Windows XP Professie	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000280115	Loggins Merrill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280117	Loggins Merrill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280118	Loggins Merrill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280119	Loggins Merrill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280122	Michelle Meyer	Application	Error	None	TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.45
INC000000280124	Loggins Merrill	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280136	Eileen Schroeder	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000280142	Gerald Gappmayer	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280152	Eileen Rivera	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.16
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.24
INC000000280155	Toni C Ansel	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280161	Helen Thatcher	PC/Laptop	Hardware	Microsoft Windows XP Professie	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000280181	Jenny Barrow	Application	Error	Avaya IP Softphone	TIR Missed: No	TIR:	0.11
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000280182	Geoffrey Landward	Network	Incident	None	TIR Missed: Yes	TIR:	1.05
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.06
INC000000280201	Ying Huynh	Network	None	None	TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000280209	Carol Conti	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000280212	Brian Peirce	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22

Workforce Services

INC000000280221	Kathy Wendel	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.09
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000280223	Dean Godfrey	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.77
INC000000280228	Rebecca D Anderson	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280237	April Larsen	Network	None	None		TIR Missed: No	TIR:	0.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000280241	Art Cox	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000280243	Ruth Dominguez	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.51
INC000000280246	Tracy Barrera	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000280248	Carilee B Wilson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000280255	Toni Jex	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000280258	Pattie Maw	Application	Reporting	Collection Management System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000280262	Randy Simon	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000280275	Rowena York	Telecom	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000280281	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280285	Mark Knold	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.69
INC000000280290	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	TIR:	0.32
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000280299	Kathy Link	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000280303	Brad Anderson	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000280340	Lisa D Dowling	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280347	Leora Lopez	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000280411	Scott Hawkes	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280419	Bart Benson	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280433	Michael Barrett	PC/Laptop	Error	Adobe Flash		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.91
INC000000280451	Rowena York	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.14
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000280466	Milton Olsen	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280468	Amber Stevens	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280472	Earlene Page	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.05
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.80
INC000000280485	Kuuipo Malungahu	Application	Error	None		TIR Missed: Yes	TIR:	2.74
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.52
INC000000280523	Robin Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000280526	Stacie A Johnson	Application	Error	OpenOffice.org		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.40
INC000000280527	Brian Peirce	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280532	Stacie A Johnson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000280537	April Gerber	Application	Reporting	Smart Shield		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280539	Dustin Townsend	Application	Reporting	Smart Shield		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280566	Gail Reidling	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.57

Workforce Services

INC000000280571	Brian Peirce	Application	Password	None			TIR Missed:	No	TIR:	0.28
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.29
INC000000280580	Gaye Moody	Network	None	None			TIR Missed:	No	TIR:	1.00
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	2.98
INC000000280584	Gail Reidling	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.22
INC000000280587	Ma'afala Koko	Application	Password	Utah Master Directory			TIR Missed:	No	TIR:	0.12
Help Desk	Vicky Marrelli	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	1.62
INC000000280591	Grazyna Janeczko	Network	Incident	None			TIR Missed:	No	TIR:	0.73
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	2.72
INC000000280594	Elizabeth Carver	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.69
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved		TTR Missed:	Yes	TTR:	10.58
INC000000280598	LeAnn Hatfield	None	None	None			TIR Missed:	No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000280603	John Paul	PC/Laptop	Error	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.35
INC000000280612	Jennifer Mattinson	Network	Incident	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.10
Metro B Desktop Support	Michael Barth	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	4.54
INC000000280620	Mike Cook	Application	None	State Payroll Time Entry System			TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000280632	Javier Hernandez	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000280639	Kathy Link	Network	None	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	
INC000000280640	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000280652	Kevin Shingleton	Network	None	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.14
INC000000280659	Karen Shepherd	Network	Error	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.08
INC000000280666	Tom Olsen	Application	Reporting	State Payroll Time Entry System			TIR Missed:	No	TIR:	0.13
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	0.13
INC000000280667	Marilu Uribe	PC/Laptop	Performance	Microsoft Terminal Server Client			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Closed		TTR Missed:	No	TTR:	

Workforce Services

INC000000280669	Genevieve Gallegos	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	9.25
INC000000280685	Joann Vanos	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000280688	Jennifer Herbert	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	1.50
INC000000280689	Spencer Larsen	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.37
INC000000280697	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000280698	Michelle Toa	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000280699	Kathy Hintze	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000280701	Melissa Romero-McKean	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000280704	Lori Calvert	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000280705	Mark Knold	None	None	None			TIR Missed: Yes	TIR:	2.77
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.86
INC000000280709	Robyn Spongberg	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000280710	Debra Mace	PC/Laptop	None	None			TIR Missed: Yes	TIR:	1.21
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.57
INC000000280713	Ying Huynh	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed		TTR Missed: No	TTR:	3.34
INC000000280716	Jana Kano	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000280723	Sara Stoffers	Application	Error	Utah Works			TIR Missed: Yes	TIR:	9.27
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed		TTR Missed: Yes	TTR:	9.27
INC000000280729	Kimberly Reiter	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000280731	Lesley Lundeberg	Network	Incident	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Name	Category 1	Category 2	Item	TIR Missed	TIR	Team	Assignee	Org	Priority	Status	TTR Missed	TTR
INC000000280734	David Busk	None	None	None	No	0.00	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	No	0.00
INC000000280735	Spencer Larsen	Network	Error	None	No	0.00	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	No	0.46
INC000000280736	Phay Panh	Print/Copy/Scan/Fax	Incident	None	No	0.00	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	No	0.00
INC000000280740	Sefik Feukic	Network	Password	None	No	0.00	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	No	0.00
INC000000280741	Kathryn Causey	Application	Error	State Payroll Time Entry System	No	0.00	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	No	0.13
INC000000280742	Molly Morehouse	Application	Error	None	No	0.00	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	No	0.00
INC000000280746	Prisca Hegngi	Application	Error	None	No	0.00	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	No	0.00
INC000000280747	Natalie Baird	Application	Error	Content Manager	No	0.23	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	No	0.25
INC000000280754	Dawn Lay	Application	Error	Utah Works Web Site	No	0.00	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	No	0.43
INC000000280761	Robert Birkinshaw	Application	Error	Utah Electronic Resource and E	No	0.40	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	No	0.49
INC000000280764	Michelle W Christensen	PC/Laptop	Performance	None	No	0.00	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	No	3.41
INC000000280772	Alexis Rodriguez	None	None	None	No	0.00	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	No	0.05
INC000000280798	Randilee Spencer	Application	Error	Microsoft Windows XP Professic	No	0.00	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	No	1.46
INC000000280805	Joe Degennaro	None	None	None	No	0.00	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	No	0.00
INC000000280809	Stacey Joos	PC/Laptop	Hardware	None	Yes	2.44	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	No	2.45
INC000000280823	Cherie Robison	Print/Copy/Scan/Fax	Incident	None	Yes	1.28	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	No	3.63
INC000000280839	Joshua Spongberg	PC/Laptop	Password	Novell Client for 32-bit Windows	No	0.00	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	No	0.00

Workforce Services

INC000000280850	Debbi Class	Application	Reporting	ZENworks for Desktops	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.04
INC000000280894	Nate Talley	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.58
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.28
INC000000280918	Lyndie Thornton	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR:	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.92
INC000000280940	Connie Smith	PC/Laptop	Performance	None	TIR Missed: Yes	TIR:	1.30
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.76
INC000000280960	Shane Farr	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.43
INC000000280964	Lynn Thomas	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.14
INC000000280965	Sheila Sconiers	Application	Error	Utah Works	TIR Missed: Yes	TIR:	6.42
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.42
INC000000280985	Jeris Shira	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000280992	Sharon Peake	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280993	Siska Dastrup	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000281002	Joe Edman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000281006	Kaye Stewart	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000281011	Kathy Kirby	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000281013	Darren Fox	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281032	Michelle W Christensen	Telecom	Dial Tone	Telephone	TIR Missed: No	TIR:	0.86
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.86
INC000000281039	Felecia Maxfield	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.24
INC000000281072	Vickie Cammack	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000281089	Janet Butterfield	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281090	Kristine Larson	Network	Performance	None		TIR Missed: No	TIR:	0.61
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000281091	Susan Cottam	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000281095	April Larsen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000281106	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281127	Bethany Oporto	Application	Error	Utah Works		TIR Missed: No	TIR:	0.95
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.78
INC000000281128	Stacy Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281129	Stephen Nebeker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281158	Tess Rawlinson	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281159	Joe Edman	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000281166	Annette Hullinger	None	None	None		TIR Missed: Yes	TIR:	34.80
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	34.80
INC000000281184	Selma Meono	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281185	Kelley R Meredith	Application	Error	Content Manager - Centralized	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.17
INC000000281186	Alfredo Travassos Jr	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281189	Seth Niederhauser	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281190	Susy M Westphal	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281191	Marci Benson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000281192	Susy M Westphal	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281194	Sharon Pantone	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281196	Kathleen Haile	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281199	Patti Sellers	Network	Password	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.34
INC000000281202	Sherry Bird	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281206	Jennika Sheldon	Application	Error	Collection Management System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.30
INC000000281210	Debra Nordfelt	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.31
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.93
INC000000281214	Dale Hutchings	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281222	Cindy Bertagnolli	Application	None	None		TIR Missed: No	TIR:	0.51
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.51
INC000000281224	Debbie Torres	Application	Error	DWS Web		TIR Missed: Yes	TIR:	1.31
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	21.30
INC000000281238	Stephen Nebeker	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000281255	Joy Majors	Application	Reporting	None		TIR Missed: No	TIR:	0.15
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000281264	Nikki Cox	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.05
INC000000281265	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000281277	Sherry Bird	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000281283	David Baldwin	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000281288	Thor Lee	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed		TTR Missed: No	TTR:	0.08

Workforce Services

INC000000281295	Aaron Aders	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.07
INC000000281296	Cindy Bertagnolli	Network	Incident	Internet Explorer			TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.13
INC000000281304	Lyndie Thornton	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281305	June Conn-Solomon	Application	Reporting	DWS Capture			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.12
INC000000281308	Paul Wright	Network	Virus	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281309	Denis Paul	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281310	Irina Pierpont	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.21
INC000000281316	Jolene Costigan	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281317	Jennifer Owens	Network	None	None			TIR Missed: Yes	TIR:	4.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	4.11
INC000000281319	Jennifer Owens	Network	None	None			TIR Missed: No	TIR:	0.87
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.87
INC000000281320	Kristy Callich	Application	Error	Microsoft Windows XP Professio			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.19
INC000000281321	Phay Panh	Telecom	Dial Tone	None			TIR Missed: No	TIR:	0.39
	Voice Operations	Kelly Johnson	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.50
INC000000281326	Tom Petersen	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281332	Verlin Christensen	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.37
INC000000281336	Katie Helm	Application	None	Internet Explorer			TIR Missed: No	TIR:	0.40
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.90
INC000000281415	Joann Wetzel	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low		Closed	TTR Missed: No	TTR:	0.00
INC000000281508	Linda Church	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000281517 | Laurie Parkin | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000281527 | Pete Forman | PC/Laptop | Password | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Diane Pfeifer | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 6.87 |

| INC000000281529 | Jackie Bryant | Application | Reporting | Computerized Unemployment B | TIR Missed: No | TIR: | 0.72 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.26 |

| INC000000281530 | Stephen Nebeker | Application | Reporting | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Help Desk | James Stearns | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000281532 | Laurel Morris | Application | Reporting | ZENworks for Desktops | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.98 |

| INC000000281534 | Kimberly Carter | Application | Reporting | None | TIR Missed: No | TIR: | 0.08 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000281537 | Shane ODell | Application | Password | Content Manager | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000281541 | Deborah Servis | Application | Reporting | Microsoft Office | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.12 |

| INC000000281545 | Nikki Cox | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.69 |

| INC000000281547 | June Bradfield | Network | Incident | None | TIR Missed: No | TIR: | 0.26 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |

| INC000000281556 | Daisha Montgomery | PC/Laptop | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.44 |

| INC000000281563 | Junie Anderson | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.32 |

| INC000000281574 | Steve Price | Network | None | None | TIR Missed: Yes | TIR: | 1.93 |
| | Metro A Desktop Support | Nancy Hachmeister | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.99 |

| INC000000281589 | Brian Peirce | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.19 |

| INC000000281591 | Levi Bohon | Application | Password | Novell Messenger | TIR Missed: No | TIR: | 0.37 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.37 |

| INC000000281598 | Michael W Hansen | Application | Error | None | TIR Missed: No | TIR: | 0.53 |
| | Metro B Desktop Support | Michael Barth | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.66 |

| INC000000281604 | April Larsen | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.09 |

Workforce Services

INC000000281605	Carlina Cubias-Garcia	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	Yes	TIR:	1.94
Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	1.94
INC000000281606	Carrie Peterson	None	None	None	TIR Missed: No		TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000281607	Luis Ayala	Application	Password	Novell GroupWise	TIR Missed: No		TIR:	0.25
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.25
INC000000281609	Jenine Wood	PC/Laptop	Error	None	TIR Missed:	Yes	TIR:	2.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	2.06
INC000000281610	Stephen Nebeker	Telecom	Voice Mail	None	TIR Missed: No		TIR:	0.08
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.28
INC000000281614	Karen Gardner	Application	Error	Utah Works	TIR Missed: No		TIR:	0.95
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.95
INC000000281615	Brittany Jones	Application	Reporting	Utah Works	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.15
INC000000281621	Heather M Williams	Application	Password	Novell GroupWise	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.05
INC000000281624	Kirsten Martin	PC/Laptop	Error	Novell eDirectory	TIR Missed: No		TIR:	0.06
Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No		TTR:	4.05
INC000000281629	Junie Anderson	Application	Error	Internet Explorer	TIR Missed:	Yes	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.10
INC000000281630	Kathleen Leiker	None	None	Novell Client for 32-bit Windows	TIR Missed: No		TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000281632	Jolene Christian	Application	Error	PGP	TIR Missed: No		TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.47
INC000000281641	Jeffrey Knowlden	None	None	None	TIR Missed: No		TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	3.39
INC000000281644	Teresa Swensen	Application	Error	Utah Works	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.06
INC000000281654	Alexandra Nigh	None	None	None	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.00
INC000000281663	Jennifer Domenici	PC/Laptop	Password	Active Directory Explorer	TIR Missed: No		TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.15
INC000000281665	Debbie Sheldon	None	None	None	TIR Missed: No		TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	

Workforce Services

INC000000281669	Shane Farr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000281670	Elizabeth Thorpe	None	None	None	TIR Missed: Yes	TIR:	30.12
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	30.12
INC000000281672	Kathy Martinez	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281675	Dale Hutchings	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281679	Sandy Terry	Network	None	None	TIR Missed: No	TIR:	0.56
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000281682	Doralie Gale	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281684	Susan Weaver-Levet	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281688	Junie Anderson	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.22
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.97
INC000000281695	Barbara Hollister	Application	None	None	TIR Missed: No	TIR:	0.70
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000281707	Jacquelyn Harris	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.47
INC000000281718	Rachel Gehring	Mainframe	Password	BlueZone	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000281720	Jamie Guenon	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.44
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.85
INC000000281726	Kathryn Causey	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000281727	Lori Giacoletto	Application	Error	Utah Works	TIR Missed: Yes	TIR:	13.32
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	13.32
INC000000281731	Kathryn Neibert	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281733	Michelle Dalley	None	None	None	TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281736	Jarom Castleton	Network	Incident	None	TIR Missed: No	TIR:	0.04
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000281744	Dawna Kranendonk	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000281749	Carlina Cubias-Garcia	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.91
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.92
INC000000281760	Lori Jacobazzi	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281761	Tom Turley	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.15
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.53
INC000000281766	Lanette Best	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.08
INC000000281770	Irina Pierpont	Application	Reporting	None		TIR Missed: Yes	TIR:	2.28
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.06
INC000000281771	Tyler Montgomery	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.10
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.45
INC000000281773	Jenica Sheldon	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.29
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.29
INC000000281776	Michael Atkin	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.08
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.47
INC000000281777	Debra Warrington	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281780	Linda Hansen	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281784	Fredrick Ntabwoba	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.05
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000281786	Anna Rodriguez	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281789	Cindy Gillespie	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281795	Annette Schvaneveldt	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000281797	Janina Von Hartmann	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.51
INC000000281798	Nicole King	None	None	None		TIR Missed: No	TIR:	0.00
Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	

Workforce Services

Incident	Name	Category	Type	Item	TIR Missed	TIR
INC000000281801	Selma Meono	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281803	Nicole King	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281809	Helen Hadad	None	None	None	TIR Missed: No	TIR: 0.33
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000281812	Cristina Chavez	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281817	Joy Majors	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281820	Lonna G Wight	Application	Reporting	None	TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.05
INC000000281829	Cindy Bertagnolli	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 6.20
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.20
INC000000281836	Mary Zorn	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281839	Blake Bingham	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.16
INC000000281841	Marilyn Larsen	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.52
INC000000281843	Loggins Merrill	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281845	Cindy Bertagnolli	Application	Error	Kofax ImageControls	TIR Missed: No	TIR: 0.28
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.28
INC000000281846	Toni C Ansel	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.09
INC000000281851	Jolyn Bevan	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 14.05
INC000000281854	Sonya Erickson	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281855	Annie Chase	Application	Reporting	None	TIR Missed: Yes	TIR: 1.77
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.28
INC000000281857	Jeff Dart	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

Workforce Services

Incident	Name					TIR Missed	TIR
INC000000281858	Carolyn Nay	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281859	Marge Rajski	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281862	Leo Winegar III	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281868	Tasha Brooks	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281869	Joy Majors	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281871	David Whiteside	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281878	Charleen Neff	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281879	Randi Carter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000281881	Carol Jennings	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281884	Loggins Merrill	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000281886	Carolyn Rowland	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281887	Paul Elliott	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281891	Barbara R Peterson	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281892	Stacy Anderson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000281893	Kathy Kirby	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281894	Juri Strong	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000281896	Summer Begaye	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

Workforce Services

INC000000281898	Traci Knight	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281899	Becky Williams	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281900	Tammy Berrie	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281902	Kevin Goldthorpe	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281903	Karen Quackenbush	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000281907	Debbie Herr	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000281910	Martha Mitchell	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281911	De Ette Richards	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281913	Doralie Gale	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281914	Melinda Adams	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281918	Joann Wetzel	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.27
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000281919	Ginger Humphrey	PC/Laptop	Password	Active Directory Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281923	Heather Kelsey	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281924	Elaine Jensen	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281925	Susan M White	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281926	Kasia Tuaitanu	None	None	None			TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000281939	Ronda Kelly	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Caller	Category	Type	Item		Status	TIR Missed	TIR	TTR Missed	TTR
INC000000281940	Yvonne Krause	Application	Reporting	Utah Works			No	0.59	No	0.96
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved					
INC000000281949	Gaylene Pebley	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281950	Michael Hanley	None	None	None			No	0.00	No	
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved					
INC000000281951	Gaylene Pebley	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281956	Roseanna Bills	PC/Laptop	Error	None			Yes	1.97	No	2.28
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved					
INC000000281958	Connie Dumas	Application	Reporting	None			No	0.99	No	2.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved					
INC000000281964	Clint Gray	Application	Reporting	Avaya CentreVu Supervisor			No	0.00	No	0.09
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved					
INC000000281967	Dereje Shawl	Application	Error	Novell Client for 32-bit Windows			No	0.00	No	2.66
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved					
INC000000281969	Katrina Evans	None	None	None			No	0.00	No	
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved					
INC000000281980	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281985	Leslie Henderson	PC/Laptop	Error	None			No	0.76	No	1.73
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved					
INC000000281986	Brian Peirce	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281987	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281990	Greg Paras	None	None	None			No	0.00	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved					
INC000000281998	Jennifer Domenici	Network	Incident	None			No	0.00	No	0.82
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved					
INC000000282000	Norman Nakamura	Application	Error	Internet Explorer			No	0.00	No	4.40
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved					
INC000000282016	Curt Cooper	PC/Laptop	None	None			Yes	1.25	No	1.25
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved					

Workforce Services

| INC000000282018 | Amanda McPeck | Application | Error | Java Platform SE | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000282026 | Amanda McPeck | Application | Error | Computerized Unemployment B | TIR Missed: No | TIR: | 0.00 |
| | Application Support - CUBS | Rick Kowalczik | Workforce Services | Low | Closed | TTR Missed: No | TTR: | 3.62 |

| INC000000282028 | Michelle Bristol | Application | Error | Utah Electronic Resource and E | TIR Missed: Yes | TIR: | 7.23 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 7.23 |

| INC000000282043 | Sherry Bird | None | None | None | TIR Missed: No | TIR: | 0.86 |
| | Application Support - EREP IA | Jennifer Maynes | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.86 |

| INC000000282058 | Cody Hansen | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282060 | Lane Anderson | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.26 |
| | Application Support - UWORKS | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.26 |

| INC000000282061 | Amber Stevens | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| | Rural South Desktop Support | Scott Jesienouski | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.18 |

| INC000000282069 | Norman Nakamura | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.02 |

| INC000000282072 | Stephanie Hardman | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000282074 | Sonia Fowler | Application | Error | eFIND/eSHARE | TIR Missed: No | TIR: | 0.12 |
| | Application Support - EFIND | Anhkim Le | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.33 |

| INC000000282076 | Kathleen Leiker | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282078 | Gaylene Pebley | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Operations Production Control | Christie Burnham | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282079 | Carina Larson | Application | Reporting | None | TIR Missed: No | TIR: | 0.42 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 3.40 |

| INC000000282081 | Curt Stewert | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000282086 | Kevin Shingleton | Network | Incident | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.17 |

| INC000000282112 | Iris Pruneda | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Application Support - EREP | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282122 | Robert Goodwin | Remote Connectivity | None | None | TIR Missed: No | TIR: | 0.48 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.65 |

Workforce Services

| INC000000282123 | Sharon Peake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | TIR: | 0.00 |
| Help Desk | | Brenda Treadway | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282130 | Felecia Maxfield | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | | Tracy VanderVaart | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.37 |

| INC000000282138 | Melisa Stark | Application | Error | Utah Works | TIR Missed: Yes | TIR: | 2.27 |
| Application Support - UWORKS | | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.27 |

| INC000000282154 | Darren Rogers | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282167 | Kaylin Bang | Application | Reporting | Utah Electronic Resource and E | TIR Missed: No | TIR: | 0.99 |
| Rural Central Desktop Support | | Troy Morris | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.99 |

| INC000000282169 | Carolyn Parsons | Application | None | None | TIR Missed: Yes | TIR: | 1.70 |
| Metro A Desktop Support | | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.72 |

| INC000000282179 | Bryan Kessinger | Application | Error | Microsoft Visio | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000282186 | Connie Grace | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282217 | Anna Dart | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | | Wayne Higgs | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.34 |

| INC000000282221 | Jacki Andrew | Application | Error | None | TIR Missed: Yes | TIR: | 1.57 |
| Application Support - UWORKS | | Eric Strong | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.57 |

| INC000000282245 | Diana Apperson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282255 | Heidi R Thomas | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282261 | Susy M Westphal | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282268 | Nancy Robison | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282276 | Michele White-Milgate | Application | Error | None | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000282278 | Maritza Rojas-Erickson | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000282290 | Kelly Spafford | None | None | None | TIR Missed: No | TIR: | 0.00 |
| Application Support - EREP | | David Moffitt | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

INC000000282309	Dana Simper	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000282324	Claudio Arancibia	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000282325	Michele White-Milgate	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000282330	Sonja Sheffer	Application	None	Avaya CentreVu Supervisor	TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282336	Diane Zylks	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000282337	Leslie Henderson	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000282363	Marylynn Prows	None	None	None		TIR Missed: No	TIR:	0.12
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000282364	Karen Shepherd	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000282377	Molly Wengreen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282379	Mitch Romo	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000282386	Jane Broadhead	Application	Error	Utah Works	TIR Missed: No	TIR:	0.30
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.52
INC000000282390	Rod Gordon	Application	Error	Microsoft Office Professional 20	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.30
INC000000282398	Sariah Roberts	Application	Error	DWS Web	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.49
INC000000282399	Carl Moore	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282405	Phay Panh	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.35
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000282413	Phay Panh	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.17
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000282416	Bill Goodwin	Application	Error	None		TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.84

Workforce Services

INC000000282422	Weston Miller	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000282423	David Blackhurst	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.36
INC000000282425	Phay Panh	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.00
INC000000282428	Joanna Reed	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000282432	Darrin Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000282434	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000282435	Colby Hargis	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000282437	Lynda R Myore	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000282443	Stephanie Hardman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000282444	Jeffrey Knowlden	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000282445	Carmen Bowles	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000282511	Siska Dastrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282518	Sierra Roberts	Application	Password	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000282520	Samantha Spradling	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 11.64
INC000000282528	Diana Apperson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000282544	Becky Miller	Application	Reporting	None		TIR Missed: No	TIR: 0.15
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.17
INC000000282548	Vanessa Lagemann	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08

Workforce Services

INC000000282561	Allen Nelson	Application	Reporting	Internet Explorer	TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Tracy VanderVaart		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000282569	Brian Peirce	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282570	Stephen Nebeker	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.23
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000282583	Penny Stevens	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.50
Metro A Desktop Support	Wayne Higgs		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.34
INC000000282594	Heather Willden	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.02
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.04
INC000000282598	Penny Stevens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000282604	Collin Peterson	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.21
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000282625	Sandra Black	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000282626	Kate Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000282627	Connie Shearwood	Application	Error	Novell GroupWise 32-bit Windor	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000282628	Linh Tran	Application	Reporting	Content Manager	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.62
INC000000282631	Maria Hernandez	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Neil Smedley		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.83
INC000000282635	Kate Palmer	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000282644	Julie Thurston	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000282652	Diana Apperson	Application	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282659	Katie Helm	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282664	Michael Banks	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04

Workforce Services

INC000000282670	Katie Helm	Application	Reporting	None		TIR Missed: No	TIR:	0.32
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000282672	Loggins Merrill	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.67
INC000000282685	Gail Boyd	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.72
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000282686	Kay Hopkins	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.67
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.04
INC000000282689	Lexi Walker	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000282690	Karen Gardner	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.36
INC000000282692	Vivian Olson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000282696	Linh Tran	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.56
INC000000282698	Ashley Ledbetter	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000282706	Doug Larsen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282711	Joshua Spongberg	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282714	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282718	Cherie Robison	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	5.73
INC000000282725	Shane Farr	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	3.42
INC000000282731	Tricia Matz-Underwood	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR:	1.70
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	4.73
INC000000282733	Ralph Laub	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000282735	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000282754	Janene Pearce	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.08
INC000000282762	April Larsen	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.30
Metro A Desktop Support		Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.42
INC000000282768	Jeana Whitlock	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000282772	Connie Dumas	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000282776	Jeana Whitlock	Application	None	Novell GroupWise			TIR Missed: No	TIR:	0.34
Application Services		Martin Gonzalez	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.60
INC000000282778	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Help Desk		James Stearns	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000282779	Kaylee Ashdown	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Michael Barth	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	9.61
INC000000282794	Lisa C Peterson	None	None	None			TIR Missed: No	TIR:	0.00
Application Support - EREP		David Moffitt	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000282796	Justin Williams	Application	Reporting	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.19
INC000000282797	Leslie Henderson	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.46
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.25
INC000000282815	Ryan Rock	Application	None	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.75
INC000000282817	Gail Boyd	None	None	None			TIR Missed: Yes	TIR:	1.06
Metro A Desktop Support		Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	3.97
INC000000282822	Charles Hawley	Network	Password	None			TIR Missed: No	TIR:	0.66
Metro A Help Desk		Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.77
INC000000282844	Ayelen Ottonelli	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.04
INC000000282847	Russell King	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Colin Bodkin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.12
INC000000282850	Lori Shook	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.08
INC000000282855	Kathy Link	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000282869	Robert Kelley	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000282870	Teresa Fulton	Application	Error	None		TIR Missed: Yes	TIR:	1.22
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.52
INC000000282874	Lisa Ward	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000282877	Doug Larsen	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000282878	Teresa Fulton	Application	Error	None		TIR Missed: No	TIR:	0.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000282893	Judy Mattinson	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.86
INC000000282904	Alice Edman	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000282910	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282912	Veronica M Valadez	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.81
INC000000282913	Kathleen Leiker	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000282933	Veronica M Valadez	Telecom	None	None		TIR Missed: No	TIR:	0.27
	Network Operations	J. L. Flack	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.32
INC000000282950	Rachana Keo	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.56
INC000000282954	Kimberly Day	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000282962	Brian Smith	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000282964	Monica Medina	Application	Reporting	None		TIR Missed: No	TIR:	0.32
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.27
INC000000282966	Timothy Dye	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000282968	Chad Carter	Application	None	None		TIR Missed: No	TIR:	0.71
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.08

Workforce Services						

INC000000282970	Penny Stevens	Application	Reporting	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000282973	Dereje Shawl	Application	Error	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000282986	Annette Hullinger	None	None	None	TIR Missed: No	TIR: 0.00
Application Support - EREP	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000282987	Susan Smyth	Network	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000282990	Helen Hadad	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.42
INC000000282992	Lorie Davis	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.06
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000282994	Ralph Laub	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.53
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.53
INC000000283004	Brent Fife	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283006	Brent Fife	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283007	Brent Fife	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283010	Brent Fife	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000283015	Ryan Halstenrud	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000283020	Linetta Moyes	None	None	None	TIR Missed: Yes	TIR: 1.13
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.24
INC000000283030	Annette Johnson	Application	Error	DWS Web	TIR Missed: No	TIR: 0.48
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.00
INC000000283035	Deborah Servis	Application	Password	Internet Explorer	TIR Missed: No	TIR: 0.96
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.73
INC000000283043	Megan Johnson	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000283049	Lynn Purdin	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.82
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.82

Workforce Services

INC000000283058	Vanessa Lagemann	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000283066	Ryan Halstenrud	Network	Error	None		TIR Missed: No	TIR:	0.61
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.63
INC000000283073	Valerie Seidel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000283077	Barbara McElhinney	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000283081	Christine Mayne	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.41
INC000000283084	Amber Jackson	Application	None	Utah Works		TIR Missed: No	TIR:	0.33
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.33
INC000000283085	Tyler Sorenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283098	Linda Church	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.29
INC000000283130	Kerrybeth Cockett	Network	Error	None		TIR Missed: No	TIR:	0.70
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000283133	Gina Heiner	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.07
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000283145	Valerie Seidel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283164	Shantelle Flint	Application	Password	None		TIR Missed: No	TIR:	0.20
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000283173	Melauni Jensen	Network	None	None		TIR Missed: No	TIR:	0.48
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.18
INC000000283185	Gaylinn Frandsen	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283196	Kristen Floyd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283199	Anita Kramer	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000283239	Tiffany Hagen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.15
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.89

Workforce Services

| INC000000283246 | Miri Parker | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.28 |
| Application Support - UWORKS | None | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.92 |

| INC000000283248 | Penni Dehaan | Application | Reporting | Utah Electronic Resource and E | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283254 | Raylyn Tucker | EIS Hardware | Scanner | None | | TIR Missed: No | TIR: | 0.64 |
| Metro A Desktop Support | Mike Beynon | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.67 |

| INC000000283262 | Piper Leon | Application | Reporting | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283263 | Lisa D Dowling | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | TIR: | 0.00 |
| Metro D North Desktop Support | Ryan Casey | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000283267 | Laurina Schouten | Application | Error | eFIND/eSHARE | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000283268 | Sheryl Nisely | Application | Error | Utah Works | | TIR Missed: Yes | TIR: | 1.42 |
| Application Support - UWORKS | Jeff Pryor | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.42 |

| INC000000283270 | Hanh Nguyen | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.59 |
| Application Support - UWORKS | None | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.59 |

| INC000000283276 | Lori Jacobazzi | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Liz Evans | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283286 | Jerry Norton | Application | None | Microsoft Windows XP Professio | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283289 | Danielle Deming | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000283298 | Lien Le | Application | Error | Content Manager | | TIR Missed: No | TIR: | 0.08 |
| Application Support - Content Mana | Nate Olson | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000283313 | Julie Thurston | PC/Laptop | Hardware | None | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283319 | Krzysztof Barchanski | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | None | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.03 |

| INC000000283321 | Brandie Gallegos | None | None | None | | TIR Missed: No | TIR: | 0.00 |
| Rural South Desktop Support | Scott Jesienouski | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283324 | Kay Canterbury | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | None | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000283327 | Karen Hess | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | None | | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

Workforce Services

INC000000283328	Forest Turner	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283329	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283330	Sandy L Jensen	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Rodney Austin		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.40
INC000000283332	Irwin Purcell	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283333	Juan Lucero	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283334	Shelley Esplin	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283337	Nancy Andrew	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000283339	William Greer	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000283340	Dena Nelson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000283359	Clint Beebe	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000283379	Rod Gordon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283381	Peggy Shay	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283383	David Egan	Application	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283405	Terry MacFarlane	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283407	Alice Edman	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.52
INC000000283452	Becky Williams	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans		Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000283453	Lynnette McKee	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Beynon		Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.04

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Workforce Services

INC000000283456	Abrial Marroquin	Application	None	None			TIR Missed: Yes	TIR:	1.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.12
INC000000283457	Kelly Spafford	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000283458	David Ostrom	Application	Reporting	None			TIR Missed: No	TIR:	0.60
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.29
INC000000283459	Michelle Mileski	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000283462	Paula Johns	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.48
INC000000283471	Randi Carter	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000283476	Randon Lessing	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.14
INC000000283478	Kristine Larson	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000283486	Susy M Westphal	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000283488	Judy Thatcher	Network	Password	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000283489	Linda Larsen	Network	Error	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.02
INC000000283492	Susan Taggart	Application	None	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000283494	Jeana Bahr	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000283496	Connie Grace	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000283497	Diane Zylks	Network	Incident	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000283498	Joe Salazar	Application	Error	DWS Web			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.61
INC000000283502	Brian Peirce	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.29

Workforce Services

INC000000283506	Jacki Randolph	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	1.04
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.35
INC000000283509	Linda Terry	Application	Reporting	Internet Explorer		TIR Missed:	No	TIR:	0.18
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000283512	Cathy Swain	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	Yes	TIR:	2.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.07
INC000000283513	Christian Ulberg	Application	None	None		TIR Missed:	Yes	TIR:	3.88
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.90
INC000000283517	Laura Carter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000283518	John Cone	Application	Error	None		TIR Missed:	No	TIR:	0.25
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.25
INC000000283521	Steven L Rasmussen	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	1.21
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.28
INC000000283522	Christine Reyes	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	3.72
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.72
INC000000283523	Jocelyn Juber	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	1.19
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.26
INC000000283524	Michelle Bristol	Network	Incident	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.48
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000283525	Lucita Stanley	Application	Password	Microsoft Windows XP Professic		TIR Missed:	Yes	TIR:	1.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.35
INC000000283530	Alleyn Kinney	Network	Incident	None		TIR Missed:	Yes	TIR:	6.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	8.60
INC000000283532	Angela A Hansen	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.82
INC000000283537	Randi Carter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000283540	Greg Paras	Application	None	None		TIR Missed:	No	TIR:	0.16
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.17
INC000000283543	Matthew Forsyth	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.63
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.63
INC000000283546	Sherry Tran	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.18

Workforce Services

| INC000000283547 | Crystal Neil | Network | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.43 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.54 |

| INC000000283551 | Sterling Bradshaw | PC/Laptop | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.68 |

| INC000000283557 | Stacy Eastman | Application | Error | None | TIR Missed: No | TIR: | 0.14 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.14 |

| INC000000283558 | Sanjin Mackovic | Print/Copy/Scan/Fax | Error Code | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.85 |

| INC000000283559 | Jenny Sweetland | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000283562 | Beckie Turner | Application | Error | eFIND/eSHARE | TIR Missed: Yes | TIR: | 1.21 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: Yes | TTR: | 12.09 |

| INC000000283567 | Traci Knight | Network | Error | Microsoft Windows XP Professic | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.89 |

| INC000000283573 | Cathy Maynard | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro D Help Desk | Jed Patrick | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000283577 | Charleen Neff | Network | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | |

| INC000000283581 | Joshua Spongberg | Application | None | Novell GroupWise | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000283584 | Patisepa Taula | PC/Laptop | Virus | None | TIR Missed: Yes | TIR: | 1.61 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 1.61 |

| INC000000283587 | Yvette Woodland | PC/Laptop | None | None | TIR Missed: Yes | TIR: | 1.70 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.79 |

| INC000000283588 | Sara McKinney | PC/Laptop | None | None | TIR Missed: Yes | TIR: | 1.68 |
| | Metro A Desktop Support | Rodney Austin | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 2.23 |

| INC000000283589 | Michelle Deprizio | Application | Reporting | None | TIR Missed: Yes | TIR: | 1.65 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.36 |

| INC000000283596 | Jonathan R Fatz | Application | Password | DWS Intranet | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.04 |

| INC000000283600 | Mary Nay | Application | Error | Utah Works | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 0.07 |

| INC000000283601 | Tina Dunyon | Application | Error | Novell GroupWise | TIR Missed: Yes | TIR: | 1.10 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: No | TTR: | 4.22 |

Workforce Services

INC000000283605	Tamra Tyler	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000283616	Sherry Bird	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.08
INC000000283621	Neil Stevens	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.49
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.49
INC000000283643	Tricia Cox	Application	Error	None			TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.04
INC000000283645	Danette Groesbeck	PC/Laptop	Error	ZENworks for Desktops			TIR Missed: Yes	TIR:	1.34
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.72
INC000000283661	Norman Nakamura	PC/Laptop	None	None			TIR Missed: No	TIR:	0.61
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.17
INC000000283684	Ryan Halstenrud	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.18
INC000000283685	Andy Mathis	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.51
INC000000283691	Sherry Tran	Application	Reporting	None			TIR Missed: No	TIR:	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.12
INC000000283707	Darl Valdez	None	None	None			TIR Missed: No	TIR:	0.39
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.39
INC000000283709	Brodie Panter	Application	None	None			TIR Missed: Yes	TIR:	2.31
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	7.56
INC000000283711	Melanie M Hales	Application	Reporting	None			TIR Missed: Yes	TIR:	2.24
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.24
INC000000283740	Brooke Coster	Application	Error	None			TIR Missed: Yes	TIR:	2.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.44
INC000000283743	Judy Ward	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.13
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.13
INC000000283747	Katherine Neal	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.15
INC000000283760	Raylyn Tucker	Print/Copy/Scan/Fax	None	None			TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.03
INC000000283766	Irwin Purcell	Application	Error	None			TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000283775	Heather Sawley	Application	Error	None			TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	
INC000000283782	Bonnie Johnson	Application	Reporting	None			TIR Missed: Yes	TIR:	2.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.18
INC000000283792	Tracy Harris-Belnap	PC/Laptop	Virus	Microsoft Windows XP Professi			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.14
INC000000283800	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000283823	Amberly Hoang	Network	Incident	None			TIR Missed: Yes	TIR:	2.39
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.22
INC000000283831	Laurie Ocobock	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	7.17
INC000000283834	Vanessa Mann	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.69
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed		TTR Missed: No	TTR:	4.57
INC000000283867	Joanna Smith	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000283873	Joanie Alvarez	Network	Error	ZENworks for Desktops			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.47
INC000000283879	Kamron Dalton	Application	Reporting	None			TIR Missed: No	TIR:	0.87
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.71
INC000000283880	Tamara Anton	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000283893	Anna Bettis	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000283899	Stephen Lisonbee	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000283900	Michelle Deprizio	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.29
INC000000283936	Siska Dastrup	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.19
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.40
INC000000283954	Jerry Norton	None	None	None			TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000283962	Alfredo Travassos Jr	None	None	None			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.63

Workforce Services

INC000000283972	Linn Gentry	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000283981	Andrea Scott	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000283986	Jocelyn Juber	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000283999	Connie Dumas	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000284021	Diane Zylks	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284040	Jeri Uresk	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000284041	Junie Anderson	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000284045	Connie Shearwood	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000284053	Chris Baker	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.22
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000284055	Cindy Bertagnolli	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.22
INC000000284082	Laurie Ocobock	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000284083	Liz Baker	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.89
INC000000284091	Shelly Ivie	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.58
INC000000284106	Rebecca Weston	None	None	None		TIR Missed: No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.44
INC000000284107	Jeff D Rasmussen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000284108	Jamie Wiberg	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.52
INC000000284116	Tina Kappos	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45

Workforce Services

INC000000284137	Gary Kennison	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000284148	Robert Moyer	Network	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.58
INC000000284170	Brad Bonell	Application	Reporting	None		TIR Missed: No	TIR:	0.82
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.82
INC000000284177	Sarah Pickard	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.82
INC000000284180	Carla Navarro	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.67
INC000000284186	Lorie Davis	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.27
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.31
INC000000284198	Lori Calvert	Network	None	None		TIR Missed: No	TIR:	0.37
Network Operations	Brian Chatwin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.55
INC000000284234	Denise Clegg	PC/Laptop	Error	DWS Web		TIR Missed: No	TIR:	0.00
Network Operations	Brian Chatwin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.52
INC000000284239	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.57
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.57
INC000000284243	Dominka Hajnova	Application	Error	Utah Works		TIR Missed: No	TIR:	0.41
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000284250	Carla Navarro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.09
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.11
INC000000284251	Ayelen Ottonelli	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.07
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.10
INC000000284285	Sara Hudgins	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.36
INC000000284299	Tracy Parrish	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.51
INC000000284304	Sarah Smith	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.62
INC000000284307	Ryan Hale	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.21
INC000000284326	Carol Lowman	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.10

Workforce Services

INC000000284334	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284336	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284346	Lincoln Hansen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284347	Sharon Holmes	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284348	Jan Hunt	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284349	Jan Hunt	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284350	Robert Goodwin	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284356	Trisha Ocasio	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000284364	Junie Anderson	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284371	Susy M Westphal	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284379	Mona Delgado	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284380	Susy M Westphal	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284387	Kathryn Grover	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000284405	Valerie Martin	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000284408	Lindsey Johnson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.18
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000284410	Ivan Oakeson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.86
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000284416	Karen Gardner	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23

Workforce Services

INC000000284426	Sarah Welling	Application	None	Internet Explorer		TIR Missed: Yes	TIR:	1.04
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.04

INC000000284427	Gloria Bock	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.21

INC000000284431	Danielle Deming	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000284438	Tiffany Cruz	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.11
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.95

INC000000284447	Cassandra Pickle	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000284451	Cindy Bertagnolli	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.20

INC000000284457	Jasmina Baxter	Network	None	None		TIR Missed: No	TIR:	0.75
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.59

INC000000284459	Sheryl Nisely	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

INC000000284460	Wendy Macis	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15

INC000000284464	Chad Charlesworth	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.75
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.25

INC000000284471	Mona Delgado	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000284484	Kimberly Carter	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.11
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42

INC000000284487	Ryan Rock	Server	None	None		TIR Missed: No	TIR:	0.17
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.73

INC000000284490	Connie Perry	Application	Error	OpenOffice.org		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22

INC000000284495	Mona Delgado	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

INC000000284497	Milagros Santos	Application	None	None		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03

INC000000284501	Meghan Greer	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.42

Workforce Services

INC000000284507	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284523	Janaina Martins	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.97
INC000000284525	Marilyn Larsen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.85
INC000000284526	Sharon Holmes	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.16
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.16
INC000000284531	Sharen Welsh	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000284539	Randi Carter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284544	Sherry Tran	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000284555	Trisha Ocasio	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000284566	Jean Sykes	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000284576	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284577	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284578	Weston Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284587	Sara Stoffers	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.47
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.47
INC000000284607	Melodee Williams	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.90
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	3.90
INC000000284615	Arlene Beckstead	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000284619	Laurie Ocobock	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000284623	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

Incident	Name	Type	Error	System		TIR Missed	TIR
INC000000284624	Reyna Romero	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000284626	Kristi Manseau	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000284629	Helen Hadad	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000284633	Tanya Wilson	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000284638	Jenny Kehr	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.77
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.77
INC000000284642	Mirela Krkic	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284644	Ler Wah	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284645	Karen Quackenbush	None	None	None		TIR Missed: No	TIR: 0.29
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000284646	Karen Gardner	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284649	Heather Knowlton	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284650	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284651	Joe Salazar	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284652	Eugenia Artamonova	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000284653	Glenda Snodgrass	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000284655	Joyce Burningham	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000284660	Jamie Ness	Application	None	None		TIR Missed: No	TIR: 0.54
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.68
INC000000284671	Matthew Forsyth	None	None	Kofax ImageControls		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.27

Workforce Services

INC000000284673	Melinda Adams	Network	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284675	Carol Lowman	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284679	Melauni Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.21
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.17
INC000000284681	Raylyn Tucker	Application	Error	Kofax ImageControls	TIR Missed: No	TIR:	0.20
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000284688	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284693	Andy Mathis	Application	None	None		TIR Missed: No	TIR:	0.09
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.25
INC000000284696	Dana Knold	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284702	Karen Gardner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.97
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.97
INC000000284717	Lisa Weinmuller	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284721	Patti Sellers	Network	Error	None		TIR Missed: No	TIR:	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000284726	Sara Hudgins	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.01
INC000000284727	Brad V Bailey	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.23
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.23
INC000000284728	Karen Hess	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.75
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.75
INC000000284732	Michele Cuburu	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.06
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.06
INC000000284733	Cindy Arndt	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.00
INC000000284742	Tene' Howell	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.61
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.61
INC000000284745	Terry Demille	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.82
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.82

Workforce Services						

INC000000284746	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.85
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.85

INC000000284747	Christina Gale	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000284752	Charlie Phim	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000284776	Ruby Blank	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000284780	Michelle Mileski	Application	None	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:

INC000000284788	Verlin Christensen	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.28
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.28

INC000000284790	Terry Demille	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.30
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.30

INC000000284802	Charleen Neff	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.39

INC000000284805	Kimberly Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.74
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.74

INC000000284814	Shawna Werner	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

INC000000284818	Tammy M Cole	Network	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31

INC000000284819	Janet Jolley	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.69

INC000000284830	Cassie Kelly	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.71
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.71

INC000000284833	Natalie Henderson	Application	Reporting	None	TIR Missed: Yes	TIR: 3.26
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 10.16

INC000000284836	Debra Mace	Application	Reporting	None	TIR Missed: Yes	TIR: 3.28
Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.48

INC000000284846	Tammy M Cole	Application	Password	None	TIR Missed: No	TIR: 0.10
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10

INC000000284850	Jeanne McGavin	Application	Error	None	TIR Missed: Yes	TIR: 1.50
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.50

Workforce Services

INC000000284851	Erin Cockerham	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.00
INC000000284858	Ann Durrant	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284859	Jessica Staker	Application	Error	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000284863	Cynthia Barlow	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000284872	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.19
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.19
INC000000284883	Linn Gentry	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000284887	Brandon Anderson	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284891	Patrice West	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000284896	Gavin Mangelson	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284909	Kate Besendorfer	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000284910	Cindy Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284914	Annamarie Collins	None	None	Adobe Acrobat		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284918	Gordon Snow	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284919	Laurie Ocobock	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000284922	Jeff Godfrey	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284925	Seth Whitmill	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.18
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000284932	Kelly Green	PC/Laptop	Virus	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.83
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.29

Workforce Services

INC000000284934	Bret Lucas	None	None	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000284945	Vilma Flores	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.61
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000284956	Ruby Blank	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000284969	Katie Hanway	Telecom	Call/Receive	Telephone	TIR Missed: No	TIR:	0.09
Voice Operations	Annette Nielsen	Workforce Services	High	Resolved	TTR Missed: No	TTR:	0.23
INC000000284984	Randi Bell	PC/Laptop	Performance	Internet Explorer	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000284989	Melissa McBride	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284991	Tyler Massey	Application	Error	None	TIR Missed: Yes	TIR:	9.01
Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	9.01
INC000000284992	Karen Gardner	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000284993	Carrie Papworth	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285006	Cindy Cutshall	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000285016	Nancy Nordlund	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285025	Becky Coats	Application	Reporting	None	TIR Missed: No	TIR:	0.34
Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000285028	Randi Carter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285031	Rebecca D Anderson	Application	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285034	Margie Mohler	Application	Error	Utah Works	TIR Missed: Yes	TIR:	1.47
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.47
INC000000285051	Weston Miller	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285053	Jacob Maxwell	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000285056	Happi Hansen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285059	Weston Miller	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285060	Phay Panh	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285066	Edna Sanchez	Application	Error	Utah Works		TIR Missed: No	TIR:	0.46
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.46
INC000000285074	Denise Sorensen	PC/Laptop	Performance	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285089	Ruby Blank	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285099	Joanna Smith	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285119	Mike Cook	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.03
INC000000285140	Kamron Dalton	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.48
INC000000285147	Kaylee Ashdown	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000285154	Casey Lance	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.66
INC000000285155	Becki Bryce	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.62
INC000000285158	Jeffrey Creer	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.63
INC000000285170	Molly Wengreen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.14
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.14
INC000000285171	Carol Thornhill	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000285176	Candace Hunter	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.36
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.19
INC000000285184	Candace Hunter	None	None	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00

Workforce Services

INC000000285192	Lincoln Hansen	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285193	Nidia Meza	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285194	Karen Larsen	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285195	Jason Miller	Application	Error	Symantec AntiVirus	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285203	Shirley Christensen	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285223	Faye Hubbard	Telecom	Call/Receive	None	TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285312	Becky Williams	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285313	Sheryl Nisely	None	None	None	TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Workforce Services	High	Resolved	TTR Missed: No	TTR:	
INC000000285313	Sheryl Nisely	None	None	None	TIR Missed: No	TIR:	0.00
	Voice Operations	Annette Nielsen	Workforce Services	High	Resolved	TTR Missed: No	TTR:	
INC000000285323	Scott Jensen	Application	Error	Avaya IP Softphone	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000285332	Terry Demille	None	None	None	TIR Missed: Yes	TIR:	1.23
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.23
INC000000285337	Marina Koker	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000285352	Paula Tinoco	Telecom	IP	None	TIR Missed: No	TIR:	0.27
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000285354	Tyler Sorenson	Application	Password	Computerized Unemployment B	TIR Missed: Yes	TIR:	1.28
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.50
INC000000285355	Kelly Farley	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285357	Susan Kirby	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000285361	Brian Peirce	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000285368	Robin Herrera	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000285369	Holly Tanner	None	None	None		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000285375	Kelly Farley	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000285378	Kelly Spafford	Telecom	None	None		TIR Missed:	No	TIR:	0.37
Voice Operations		Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.68
INC000000285381	Kimber Burks	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.92
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.92
INC000000285383	Pam Malone	Application	Error	Computerized Unemployment B		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.55
INC000000285384	Chris Baker	Application	None	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000285389	Linda Wallentine	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000285395	Carmen Bento	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000285400	Sariah Roberts	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000285401	Joann Wetzel	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000285402	Scott Jensen	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000285411	Erin Cockerham	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.89
Metro B Desktop Support		Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000285413	Debra Schlund	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000285421	Heidi Lemon	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000285423	Rachael Licciardone	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	8.44
Metro A Desktop Support		Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	8.56
INC000000285424	Stephen Manzione	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02

Workforce Services

| INC000000285427 | Violet Tellez | Application | Error | Internet Explorer | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.14 |

| INC000000285428 | Terry Demille | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | |

| INC000000285429 | Dorothy Williams | Application | Reporting | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | | TTR Missed: Yes | TTR: | 8.33 |

| INC000000285433 | Rebecca Pace | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.25 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.25 |

| INC000000285441 | Jeff Sanderson | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.21 |
| Rural Central Desktop Support | Troy Morris | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 2.71 |

| INC000000285442 | Jacoy Richens | Wireless Connectivity | Error | None | | TIR Missed: No | TIR: | 0.00 |
| Rural Central Desktop Support | Colin Bodkin | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.48 |

| INC000000285448 | Richard Donegan | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.50 |
| Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.50 |

| INC000000285450 | Alex Zenner | Telecom | IP | None | | TIR Missed: No | TIR: | 0.20 |
| Voice Operations | Annette Nielsen | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.20 |

| INC000000285451 | Jessica Johnson | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.04 |
| Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 4.76 |

| INC000000285454 | Jenny Benson | PC/Laptop | Error | None | | TIR Missed: No | TIR: | 0.10 |
| Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.10 |

| INC000000285461 | Pamela Werner | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.86 |
| Metro D North Desktop Support | Ruston McKay | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 3.17 |

| INC000000285464 | Karen Gardner | None | None | None | | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Diane Pfeifer | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.07 |

| INC000000285470 | William Campbell | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.00 |
| Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.08 |

| INC000000285474 | Nathan Barney | None | None | None | | TIR Missed: No | TIR: | 0.01 |
| Metro A Desktop Support | Diane Pfeifer | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.03 |

| INC000000285477 | Felicia Kinder | Application | Error | Utah Works | | TIR Missed: Yes | TIR: | 8.15 |
| Metro A Desktop Support | Tracy VanderVaart | Workforce Services | Low | Resolved | | TTR Missed: Yes | TTR: | 8.15 |

| INC000000285481 | Angela Kirsling | None | None | None | | TIR Missed: No | TIR: | 0.04 |
| Metro A Desktop Support | Wayne Higgs | Workforce Services | Low | Resolved | | TTR Missed: Yes | TTR: | 6.12 |

| INC000000285487 | Jackie Nielson | Application | Error | Utah Works | | TIR Missed: No | TIR: | 0.46 |
| Rural South Desktop Support | Joel Finlinson | Workforce Services | Low | Resolved | | TTR Missed: No | TTR: | 0.46 |

Workforce Services

INC000000285488	Denise Iverson	Application	Error	None		TIR Missed: Yes	TIR:	5.60
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	5.60
INC000000285490	Jennifer Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285491	Denise Iverson	Application	Error	None		TIR Missed: Yes	TIR:	15.15
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	15.15
INC000000285495	Margie Mohler	None	None	None		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Diane Pfeifer	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000285503	Sheryl Nisely	Telecom	None	None		TIR Missed: No	TIR:	0.00
Voice Operations	Annette Nielsen	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000285504	Linda Wallentine	Application	Error	Utah Works		TIR Missed: No	TIR:	0.69
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000285505	Colleen Jamison	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.00
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.00
INC000000285512	Scott Jensen	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.33
Metro A Hosting	Tom Carney	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.83
INC000000285513	Jeremy Barton	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000285517	Angela A Hansen	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.31
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.34
INC000000285520	Scott Jensen	Telecom	IP	None		TIR Missed: No	TIR:	0.12
Voice Operations	Britany Finlay	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.54
INC000000285524	Theresa Tann	Application	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000285532	Cliftia Johnson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000285535	Brett McEachern	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.55
Metro A Desktop Support	Tracy VanderVaart	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	6.55
INC000000285538	Denise Iverson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	5.91
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: Yes	TTR:	8.03
INC000000285542	Jared Price	None	None	None		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Diane Pfeifer	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000285550	Shauna Vigil	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000285551	James Stavros	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.65
INC000000285568	Tiffanie Adams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.24
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000285569	Penni Dehaan	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.56
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000285573	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285577	Patricia Torres	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000285581	Gary C Williams	Application	Error	Utah Works	TIR Missed: No	TIR:	0.70
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000285582	Melissa Beagley	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285595	Vanessa Lagemann	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285600	Karen Conley	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.89
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.43
INC000000285601	Trudy Ellis	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000285611	Sheila Sconiers	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000285612	Earlene Page	Application	Password	DWS Intranet	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000285621	Terry Demille	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000285628	Leeann Herndon	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.20
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.25
INC000000285634	Ronda Kelly	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.28
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.16
INC000000285640	Heather Willden	Application	Reporting	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000285671	DeeAnn Shumway	Application	Reporting	Utah Works	TIR Missed: Yes	TIR:	2.79
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.79

Workforce Services

Incident	Name	Type	Category	Item	Assignment	Owner	Service	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000285675	Sherida Hicks	PC/Laptop	Error	None	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	Yes	3.55	No	3.64
INC000000285690	Lisa Weinmuller	Application	Reporting	None	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.00
INC000000285691	Colleen Fitzgerald	Application	Error	Internet Explorer	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	No	0.00	Yes	6.90
INC000000285693	Kathaleen Williams	Application	Reporting	Content Manager	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.02	No	0.11
INC000000285698	Brittney Hemingway	None	None	None	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Resolved	No	0.01	No	0.03
INC000000285710	Ledia Kita	None	None	None	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.00
INC000000285720	Kay Canterbury	Application	None	None	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.41
INC000000285725	Gilberto Vigil	Application	Error	Utah Works	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	No	0.00	No	0.11
INC000000285729	Wendy Macis	None	None	None	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	No	0.00	No	0.00
INC000000285736	Peggy Barton	None	None	None	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.00
INC000000285741	Beverly Anderson	Application	Error	eFIND/eSHARE	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	No	0.00	No	0.48
INC000000285744	Joanie Alvarez	Application	Error	Utah Works	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.08
INC000000285755	Teresa Swensen	Application	Error	Utah Works Web Site	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	No	0.00	No	
INC000000285759	Kirsten Heaton	Application	Error	None	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	No	0.00	No	0.08
INC000000285760	Teresa Fulton	Application	Error	None	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	Yes	5.67	No	5.67
INC000000285761	Angela Pannunzio	PC/Laptop	Error	None	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	Yes	3.74	No	3.77
INC000000285764	Laurie Ocobock	Application	Error	Content Manager	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	No	0.00	No	0.35

Workforce Services

INC000000285765	Alice Edman	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.65
INC000000285767	Cami Sandoval	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285775	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285778	Brent Wintch	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285780	Tricia Matz-Underwood	Application	None	None		TIR Missed: No	TIR:	0.30
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.59
INC000000285783	Randi Bell	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000285784	Deborah Servis	Application	None	None		TIR Missed: No	TIR:	0.28
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.70
INC000000285786	Tammy M Cole	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000285787	Jennifer Wright	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285788	Ashley Baker	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.12
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000285791	Diane VanWagoner	Application	Error	Java Platform SE		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.45
INC000000285800	Jeana Whitlock	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000285803	Lauren Barker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000285804	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285806	Shauna Vigil	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000285822	Angi Nielsen	Application	None	None		TIR Missed: No	TIR:	0.54
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.73
INC000000285823	Margie Mohler	PC/Laptop	Error	None		TIR Missed: Yes	TIR:	1.29
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.80

Workforce Services

INC000000285828	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285841	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285850	Kirsten Heaton	Application	None	None		TIR Missed: No	TIR:	0.61
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.61
INC000000285857	Gail Boyd	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000285859	Christine Mayne	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285870	Jeudi Chav	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	11.12
INC000000285875	Gary C Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.57
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.59
INC000000285878	Michele Cuburu	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	2.37
INC000000285882	Linda Lundberg	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285889	Colleen Johnson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.25
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.87
INC000000285892	Vanessa Lagemann	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285893	Karen Quackenbush	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.14
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	5.97
INC000000285895	Darren Fox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285898	Miri Parker	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.88
INC000000285901	Stacy Anderson	None	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000285905	Alexandra Nigh	Application	Error	None		TIR Missed: Yes	TIR:	1.54
Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.95
INC000000285909	Jenny Kehr	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.80
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.80

Workforce Services

INC000000285915	Glen Nickerson	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
Change Management Change Coor	Chad Thompson	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000285919	Kay Canterbury	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.08
Rural South Desktop Support	Scott Jesienouski	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000285936	Kenneth G Allen	Application	None	internet explorer		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.40
INC000000285941	Carol Hansen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.12
Application Support - Content Mana	Randall Ottesen	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000285942	Susan Kirby	Application	None	None		TIR Missed: No	TIR:	0.01
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000285955	Christina Gale	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285962	Shauna Scott-Bellaccomo	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000285966	Grazyna Janeczko	Application	Reporting	None		TIR Missed: No	TIR:	0.85
Metro A Desktop Support	Rodney Austin	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	4.52
INC000000285975	Sarah Smith	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.67
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.67
INC000000285989	Rachael Licciardone	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000285990	Jaimie Druk	Application	Reporting	None		TIR Missed: Yes	TIR:	1.52
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	4.36
INC000000285996	Jeffrey Creer	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000285998	Jill Benson	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000286001	Karen Gardner	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000286010	Cassie Kelly	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.24
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	2.24
INC000000286011	Gaylene Pebley	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286012	Steve L Hansen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000286014	Samuel Hendricksen	Application	Error	Utah Works			TIR Missed: Yes	TIR:	2.23
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.23
INC000000286023	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR:	0.00
Metro D Help Desk		Doug Brown	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000286039	Nancy Robison	Application	Error	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000286060	Karen Hess	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000286061	Ronda Kelly	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000286062	Ashley Baker	Application	Error	Kofax ImageControls			TIR Missed: No	TIR:	0.17
Application Support - Content Mana		Nate Olson	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.17
INC000000286065	John Talcott	None	None	None			TIR Missed: Yes	TIR:	2.91
Metro A Desktop Support		Rodney Austin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	3.53
INC000000286067	Jonathan Parrish	None	None	None			TIR Missed: No	TIR:	0.00
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000286071	Denise Sorensen	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	3.48
INC000000286075	Jenny Kehr	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000286076	Gail Boyd	None	None	None			TIR Missed: No	TIR:	0.14
Metro A Hosting		Tom Carney	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.28
INC000000286078	Gabriel Ghibirdic	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000286079	Brett McEachern	Application	Error	Utah Works			TIR Missed: No	TIR:	0.39
Metro A Help Desk		Liz Evans	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.69
INC000000286080	Jaimie Druk	None	None	None			TIR Missed: Yes	TIR:	2.17
Metro A Desktop Support		Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.18
INC000000286081	Jolyn Bevan	Application	Error	Utah Works			TIR Missed: No	TIR:	0.00
Application Support - UWORKS		Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	
INC000000286082	Gaylene Pebley	None	None	None			TIR Missed: No	TIR:	0.00
Operations Production Control		Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000286084	Dawna Blackett-Lopez	None	None	None			TIR Missed: No	TIR:	0.00
Campus Networking		David Sedei	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	

Workforce Services

INC000000286086	Nicole King	None	None	None		TIR Missed: No	TIR:	0.00
	Campus Networking	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000286089	Randilee Spencer	None	None	None		TIR Missed: No	TIR:	0.00
	Campus Networking	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000286091	Molly Wengreen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.68
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.68
INC000000286112	Jane Randquist	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.02
INC000000286119	MaryJo Wright	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.38
INC000000286120	Kathy Wendel	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.95
INC000000286123	Nicola Stark	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286126	Pam Malone	Network	None	None		TIR Missed: No	TIR:	0.37
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.91
INC000000286138	Rachel Gleason	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.35
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.35
INC000000286139	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286167	Jamie Escobia	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000286171	Becky Williams	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286193	Phay Panh	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286196	Kate Palmer	Network	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000286200	Casey Maldonado	Application	Error	Utah Works		TIR Missed: No	TIR:	0.71
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.45
INC000000286209	Kristy Callich	Network	None	None		TIR Missed: No	TIR:	0.63
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.86
INC000000286214	Zenaida Martinez	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR:	12.68
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.68

Workforce Services

INC000000286235	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286268	Nancy Robison	Application	Error	Data Warehouse		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000286286	Darren Sheffer	Application	None	Adobe Reader		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286297	Vint DeGraw	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286299	Kim Auberger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286300	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286302	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286303	Amy Rindlisbacher	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286304	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286305	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286307	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286309	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286310	Mike Miller	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286346	Kathaleen Williams	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286348	Jane Burt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000286353	Jennifer Mattinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286354	Colleen Jamison	Application	Error	None		TIR Missed: No	TIR:	0.29
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29

Workforce Services

INC000000286355	Shasta Rebol	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000286356	Kelly Spafford	Network	Error	None		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000286359	Connie Green	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000286360	Laurie Farrell	Application	Reporting	Utah Works		TIR Missed: No	TIR:	0.17
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000286361	Carmen Bento	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.24
INC000000286363	Mona Delgado	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000286366	Dereje Shawl	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000286369	Randi Bell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000286372	Aaron Quarnberg	Network	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000286378	Peggy Barton	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000286381	Amantia Kempton	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000286387	Kathy Deets	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.48
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.48
INC000000286390	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.71
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.44
INC000000286392	Rebecca Curry	Network	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.65
INC000000286395	Violet Tellez	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000286398	Summer Begaye	Application	Error	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000286403	Janean Justham	Application	Error	None		TIR Missed: Yes	TIR:	3.37
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.37

Workforce Services

INC000000286408	Brenda Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286409	Violet Tellez	Application	None	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286412	Janean Justham	None	None	None	TIR Missed: Yes	TIR:	4.13
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.98
INC000000286422	Terresa L Graham	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000286424	David Busk	Application	Reporting	None	TIR Missed: No	TIR:	0.21
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.34
INC000000286428	Tanya Wilson	Application	None	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.17
INC000000286429	Aaron Aders	None	None	Utah Works	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.29
INC000000286430	Judy Mattinson	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	TIR:	1.18
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000286436	Kim Auberger	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286437	Josh Harward	Application	None	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000286444	Zenaida Martinez	Application	None	ZENworks for Desktops	TIR Missed: No	TIR:	0.88
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.88
INC000000286446	Rebecca Williams	None	None	Active Directory Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000286448	Kay Hopkins	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	TIR:	1.86
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.10
INC000000286450	Shauna Vigil	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.41
INC000000286456	Joseph Oneil	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.13
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000286457	David Chatterley	Application	Error	Microsoft Word	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286467	Wendy Macis	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.12

Workforce Services

Incident	Name	Category	Type	Product		TIR Missed	TIR
INC000000286470	Connie Shearwood	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000286473	Marie Higgins	PC/Laptop	Password	Active Directory Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000286475	Glen Nickerson	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000286484	LaDawn McPherson	Application	Error	BlueZone		TIR Missed: No	TIR: 0.52
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.70
INC000000286492	Gail Boyd	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Brett Elsmore	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.69
INC000000286494	Jimmy Smith	Wireless Connectivity	None	None		TIR Missed: Yes	TIR: 1.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.07
INC000000286497	DeeAnn Shumway	Application	None	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.84
INC000000286507	Kathy Deets	Application	Error	Utah Works		TIR Missed: Yes	TIR: 15.86
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 15.86
INC000000286508	Barbara Kelly	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 1.20
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.42
INC000000286514	Casey Lance	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.43
INC000000286521	Leticia Hough	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.14
INC000000286532	Shauna Vigil	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.40
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.40
INC000000286533	Katie Helm	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000286537	Carmen Bento	Print/Copy/Scan/Fax	None	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000286541	Georgina Bresnan	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000286548	Jaimie Druk	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.78
INC000000286551	Janean Justham	None	None	None		TIR Missed: Yes	TIR: 7.64
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 7.64

Workforce Services

ID	Name	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000286581	Kathy Wendel	Network	Error	None	No	0.08		
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved			No	1.35
INC000000286583	Chad Carter	None	None	None	No	0.00		
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved			No	0.58
INC000000286586	Wendy Edwards	Application	Error	ZENworks for Desktops	No	0.00		
Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved			No	0.64
INC000000286591	Lisa Weinmuller	Application	Error	Content Manager	No	0.49		
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved			No	0.96
INC000000286594	Joseph Oneil	PC/Laptop	Performance	None	Yes	1.56		
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved			No	3.16
INC000000286602	Kevin Burt	Application	Error	Data Warehouse	No	0.60		
Application Support - Data Warehou	Shana Shirts	Workforce Services	Low	Resolved			Yes	6.98
INC000000286603	Stephen Manzione	Application	None	None	No	0.00		
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			No	0.00
INC000000286605	Josh Harward	Network	Password	Novell Client for 32-bit Windows	No	0.00		
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.00
INC000000286608	Cindy Bertagnolli	Application	Error	Kofax ImageControls	No	0.64		
Application Support - Content Mana	Nate Olson	Workforce Services	Low	Resolved			No	0.64
INC000000286610	Andrea Garbrecht	Application	Reporting	Contributions Automated Tax Sy	No	0.13		
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved			No	0.31
INC000000286621	Laurie Ulibarri	None	None	None	No	0.00		
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			No	0.00
INC000000286623	Elaine Montoya	Application	Error	Collection Management System	No	0.00		
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.17
INC000000286635	Clayton Toone	Application	Error	Utah Works	No	0.00		
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved			No	0.16
INC000000286653	Becky Coats	Application	None	Novell GroupWise	No	0.00		
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved			No	1.80
INC000000286659	Ron Dunn	Network	None	Novell Client for 32-bit Windows	No	0.00		
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved			No	0.94
INC000000286668	Elaine Montoya	Application	Error	DWS Web	No	0.00		
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved			No	0.30
INC000000286681	Jennifer Doxey	Remote Connectivity	Password	None	No	0.05		
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved			No	0.11

Workforce Services

Incident	Name	Type	Category	Product		TIR Missed		TIR	
INC000000286685	Kim-Ngan Lam	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No		TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.00
INC000000286688	LaDawn McPherson	Application	Error	BlueZone		TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.11
INC000000286694	Connie Smith	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.00
INC000000286696	Debra Shelley	Application	Error	ZENworks for Desktops		TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.06
INC000000286699	Susan Kirby	Application	Error	Collection Management System		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.13
INC000000286701	Darwin Kocherhans	Application	Error	Utah Works		TIR Missed: No		TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.03
INC000000286703	Jolyn Bevan	Application	Reporting	Utah Works		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000286710	Winston Inoway	PC/Laptop	Password	None		TIR Missed: No		TIR:	0.91
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	1.26
INC000000286723	Linda Lundberg	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No		TIR:	0.88
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	1.33
INC000000286724	Shirley Hilton	Application	None	Novell GroupWise		TIR Missed: No		TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.00
INC000000286727	Sherra Lynn Westover	PC/Laptop	None	None		TIR Missed: No		TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.00
INC000000286730	Janet Gale	Application	Reporting	Novell Messenger		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000286731	Jane Burt	Application	None	None		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000286733	Bonnie Johnson	Application	None	Utah Works		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	
INC000000286735	Rebecca Williams	Network	None	None		TIR Missed: No		TIR:	0.65
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.66
INC000000286745	Andrea Brunyer	PC/Laptop	Error	None		TIR Missed: No		TIR:	0.21
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.58
INC000000286758	Tim Early	Application	Error	Utah Works		TIR Missed: No		TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No		TTR:	0.42

Workforce Services

INC000000286759	Amber Stevens	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286762	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286777	Melissa Beagley	Application	Error	Utah Works		TIR Missed: Yes	TIR:	13.34
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	13.34
INC000000286786	Chris Witney	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000286787	Gabriella Cubas	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000286788	Erin Cockerham	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286793	Jolyn Bevan	Application	Reporting	Utah Works		TIR Missed: Yes	TIR:	4.36
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.36
INC000000286801	Katherine Thomas	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.27
INC000000286808	Carmen Bowles	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286812	Verlin Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286816	Holli Turner	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.66
INC000000286824	Lisa D Dowling	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000286841	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286870	LaDawn McPherson	Application	Error	BlueZone		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286876	Shauna Vigil	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.95
INC000000286882	Vicki J Jensen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000286887	Debra McKee	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.61

Workforce Services

INC000000286901	Kris Bradley	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000286907	Linn Gentry	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000286914	Isabel Souza	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000286929	Kim Auberger	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000286942	Tala'ave Lakin	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000286943	Dereje Shawl	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000286966	Holly Egan	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.32
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000286970	Sandy L Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000286982	Helen Sawyer	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000286996	Darci Burnett	Application	None	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000287011	Gaylinn Frandsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000287014	Scott Jensen	Application	Reporting	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000287021	Kris Springer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000287026	Pamela Heal	Application	Reporting	Collection Management System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000287038	Shauna Heil	PC/Laptop	None	None		TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.62
INC000000287056	Elaine Jensen	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000287066	Leslie Henderson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

Workforce Services

INC000000287068	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287069	Leslie Henderson	None	None	None	TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287073	Michael Pinegar	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.79
INC000000287107	Cynthia Arnold	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.02
INC000000287113	Colleen Johnson	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000287120	Chris Cook	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.90
INC000000287121	Diana Apperson	Software	Application	Data Warehouse	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000287135	Melauni Jensen	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.05
INC000000287141	Cathy Swain	Application	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000287146	Scott Butterfield	Network	Error	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000287148	David Chatterley	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287154	Joseph Mitchell	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.69
INC000000287169	Vilma Flores	Remote Connectivity	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000287171	Michele White-Milgate	Remote Connectivity	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000287173	Carol Jennings	Application	Error	Utah Works	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000287178	Thor Lee	Network	Error	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.60
INC000000287192	Ryan Rees	EIS Hardware	None	None	TIR Missed: No	TIR:	0.29
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.26

Workforce Services

INC000000287200	Gordon Snow	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287206	Tamera Smith	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287221	Karen Quackenbush	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000287229	Becky Coats	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.65
INC000000287230	Launi Milligan	Application	Reporting	Avaya CentreVu Supervisor		TIR Missed: Yes	TIR:	2.65
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.38
INC000000287247	Rebecca Williams	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287265	Eileen Schroeder	Application	Reporting	ZENworks for Desktops		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	14.66
INC000000287271	Chris Boyadjian	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287279	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287281	Connie Laws	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287290	Stacy Neal	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.11
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000287293	Candace Hunter	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.49
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.50
INC000000287300	Sharon Holmes	PC/Laptop	None	None		TIR Missed: No	TIR:	0.88
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.46
INC000000287301	Janean Justham	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.08
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.08
INC000000287316	Art Cox	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	8.02
INC000000287320	Leland Begaye	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.68
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000287324	Marina Koker	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000287335	Andrea Bo	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.27
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000287339	Pam Malone	PC/Laptop	None	None		TIR Missed: No	TIR:	0.31
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.09
INC000000287340	Peggy Barton	PC/Laptop	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287355	Norman Nakamura	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000287375	Josh Gregersen	Application	Password	None		TIR Missed: No	TIR:	0.82
	Application Support - DBA	Eric Swain	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.82
INC000000287377	Tanya Wilson	None	None	None		TIR Missed: No	TIR:	0.00
	Application Services	Tracy Goble	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	10.79
INC000000287401	Mary Nay	Application	Error	Utah Works		TIR Missed: Yes	TIR:	7.95
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	7.95
INC000000287412	Vivian Olson	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000287419	Jackie Christensen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000287420	Tanya Wilson	Application	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000287433	Yvette Woodland	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287449	Jaimie Druk	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000287489	Jackie Christensen	Application	Error	Content Manager		TIR Missed: No	TIR:	0.23
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.36
INC000000287498	Steven Opager	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.95
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.95
INC000000287504	Art Cox	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR:	0.43
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000287509	Rick Little	PC/Laptop	None	None		TIR Missed: No	TIR:	0.77
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.46
INC000000287515	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000287539	Susan M White	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.10
INC000000287540	Jonathan R Fatz	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	6.53
INC000000287547	Mark Knold	None	None	None		TIR Missed: Yes	TIR:	1.08
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	1.49
INC000000287549	Samantha Spradling	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000287559	David Chatterley	Application	Error	Utah Works		TIR Missed: Yes	TIR:	12.42
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	12.42
INC000000287563	Melissa Romero-McKean	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	12.05
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	12.05
INC000000287567	Kimberly Reyburn	Application	None	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000287571	Deborah Servis	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.19
INC000000287613	Jonathan Simmons	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000287616	Shaylyn Christensen	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000287620	Alice Edman	Application	Error	Utah Works		TIR Missed: Yes	TIR:	16.78
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved		TTR Missed: Yes	TTR:	16.78
INC000000287622	Chris Witney	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000287627	Elia Del Castillo	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000287628	Ronda Kelly	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000287633	John Talcott	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000287638	Roseanna Bills	Application	Error	None		TIR Missed: No	TIR:	0.26
Metro A Hosting	Keith Scholl	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	3.26
INC000000287639	Jamie Wiberg	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.63

Workforce Services

Incident	Requester	Category	Type	Item			Status		
INC000000287658	Yvonne Krause	Application	Error	Utah Works			TIR Missed: Yes	TIR:	1.49
	Application Support - UWORKS	Troy Robison	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	8.17
INC000000287667	Terry MacFarlane	Remote Connectivity	Error	None			TIR Missed: Yes	TIR:	2.44
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	2.44
INC000000287669	Thomas Wilson	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000287671	Jennifer Domenici	Application	Password	Utah Master Directory			TIR Missed: No	TIR:	0.33
	Help Desk	Brenda Treadway	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.37
INC000000287682	Darren Fox	Application	Password	ZENworks for Desktops			TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.44
INC000000287687	Michael Barrett	Application	Error	Novell GroupWise			TIR Missed: Yes	TIR:	1.04
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low		Closed	TTR Missed: No	TTR:	1.04
INC000000287703	Terry MacFarlane	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	1.69
INC000000287718	Ann Stockham	PC/Laptop	Password	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000287736	Charlie Phim	Application	Error	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.09
INC000000287741	Brent Fife	Application	Error	Kofax ImageControls			TIR Missed: No	TIR:	0.09
	Application Support - Content Mana	Randall Ottesen	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.09
INC000000287747	Yvette Henderson	Application	Error	Utah Works			TIR Missed: Yes	TIR:	12.10
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low		Resolved	TTR Missed: Yes	TTR:	12.10
INC000000287753	Gary C Williams	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.52
INC000000287755	Felicia Kinder	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.49
INC000000287756	Chris Cook	Network	None	None			TIR Missed: No	TIR:	0.33
	Network Operations	Brian Chatwin	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.67
INC000000287763	Gaye Moody	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.64
	Metro A Desktop Support	Robert Wall	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	3.38
INC000000287770	Debra Schlund	None	None	None			TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.31
INC000000287797	Sonja Sheffer	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low		Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

INC000000287858	Leeann Madsen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000287871	Terry L Banks	None	None	Data Warehouse		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.04
INC000000287876	Sophia Brooks	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.63
Metro B Desktop Support	Michael Barth	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000287885	Valerie Martin	PC/Laptop	None	None		TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Wayne Higgs	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000287886	Stephanie Hardman	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000287888	Sariah Roberts	None	None	None		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.44
INC000000287896	Paula Lange	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000287927	Cathy Maynard	Application	Reporting	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000287963	Paula Story	Network	Error	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Medium	Resolved	TTR Missed: No	TTR:	0.13
INC000000287985	Connie Perry	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000288000	Nancy Potter	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.12
Help Desk	James Stearns	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000288001	Abi Norton	Network	None	None		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Lance Nay	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288008	Gail Boyd	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Robert Wall	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.76
INC000000288010	Tricia Cox	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288015	Shauna Heil	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288022	Cecilia Shimanek	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000288023	Kathaleen Williams	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.92
Metro B Desktop Support	Sean Chadbourne	Workforce Services		Low	Resolved	TTR Missed: No	TTR:	1.58

Workforce Services

INC000000288025	Leslie Judd	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288026	Kirsten Heaton	Application	Error	Computerized Unemployment B		TIR Missed: Yes	TIR:	1.60
	Application Support - CUBS	Rick Kowalczik	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.60
INC000000288037	Karen Shepherd	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288049	Carolyn Nay	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.45
INC000000288052	Susana Rollins	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000288057	Darrin Nielsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288058	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288059	April Gerber	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288061	Joe Edman	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288065	Joe Edman	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288090	Shirley Renz	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288098	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288099	Nate Talley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000288120	Brent Fife	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000288123	Art Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000288126	Jenny Hansen	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288129	Marilu Uribe	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

Workforce Services

| INC000000288139 | Lisa Osborn | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000288142 | Janice Bitsoie | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000288143 | Tino Gutierrez | None | None | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Desktop Support | Robert Wall | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.02 |

| INC000000288155 | Dawn Lay | Application | Error | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.29 |

| INC000000288169 | Mario Kljajo | PC/Laptop | Error | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000288187 | Lanette Best | Application | Error | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.08 |

| INC000000288215 | Brent Fife | Application | None | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000288219 | Gary Reid | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | TIR: | 0.00 |
| | Metro D North Desktop Support | Neil Smedley | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.71 |

| INC000000288229 | Kathy Leeds | Application | Error | Utah Works | | TIR Missed: | Yes | TIR: | 6.88 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: | Yes | TTR: | 6.88 |

| INC000000288235 | Tom Jewell | Application | Error | MicrosoftWindows Operating Sy | TIR Missed: | No | TIR: | 0.14 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.14 |

| INC000000288240 | Curt Stewart | Network | None | None | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.00 |

| INC000000288244 | Cassie Kelly | Application | Error | Utah Works | | TIR Missed: | Yes | TIR: | 6.79 |
| | Application Support - UWORKS | Jeff Pryor | Workforce Services | Low | Resolved | TTR Missed: | Yes | TTR: | 6.79 |

| INC000000288250 | Kristie Mikstas | Application | Error | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.08 |

| INC000000288288 | Thomas Ivory | Application | Error | Utah Works | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Liz Evans | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.08 |

| INC000000288294 | Janet Jolley | Application | Reporting | PGP | | TIR Missed: | No | TIR: | 0.11 |
| | Rural Central Desktop Support | Paul Petersen | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 4.22 |

| INC000000288300 | Carolyn Nay | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | Yes | TIR: | 1.66 |
| | Rural Central Desktop Support | Rod Montoya | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 1.66 |

| INC000000288302 | Pearl Le | Application | Error | Kofax ImageControls | | TIR Missed: | No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Workforce Services | Low | Resolved | TTR Missed: | No | TTR: | 0.16 |

Workforce Services						

INC000000288306	Nancy Potter	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000288313	Thomas Ivory	Application	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000288318	Rich Mackay	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000288328	Mike Miller	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000288336	Jeff Dejuncker	Network	Error	None	TIR Missed: No	TIR: 0.27
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.74
INC000000288338	Jasmina Baxter	PC/Laptop	None	None	TIR Missed: No	TIR: 0.96
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.46
INC000000288340	Giselle Jackson	Network	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:
INC000000288365	John Cone	Remote Connectivity	Performance	None	TIR Missed: No	TIR: 0.15
Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.42
INC000000288392	Peggy Barton	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000288415	Lynn Adams	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288419	Anna Symes	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.26
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000288426	Anna Symes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288429	Janet Gale	Network	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288440	Kathy Hansen	Network	Password	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288453	Carolyn Christensen	PC/Laptop	Error	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288470	Sonja Sheffer	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000288473	Cory Olson	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.05
Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13

Workforce Services

INC000000288483	Diane Lovell	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.02
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000288494	Shannon Anderson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.26
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.26
INC000000288504	Carl Moore	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.19
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000288508	Justin Sorenson	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR:	0.52
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000288526	Shawna Werner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.12
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	4.12
INC000000288543	Laneth Hang	Remote Connectivity	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.48
INC000000288552	Kathaleen Williams	Application	Error	Utah Works		TIR Missed: No	TIR:	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.93
INC000000288555	Jeff Webster	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288587	Joanne Nunes	Application	Error	DWS Web		TIR Missed: No	TIR:	0.40
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000288591	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288596	Jacqueline Gene	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000288604	Karen Quackenbush	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.21
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000288627	Debbie Sheldon	Application	Error	DWS Web		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.00
INC000000288646	Christopher Myers	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.51
INC000000288711	Rebecca Smith	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288714	Leta Bailey	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288715	Koral Vasquez	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000288719	Vanessa Mann	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288721	Kathleen Leiker	Application	Password	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288724	Roman Rubalcava	Telecom	IP	None		TIR Missed: No	TIR:	0.49
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000288725	Terry Demille	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288728	Chris S Allen	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288738	Kimber Burks	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288744	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288746	Chris S Allen	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288749	Cindy Adams	None	None	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000288753	Jenni Crothers	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.83
INC000000288762	Meagan McDermaid	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000288776	Kim Wilcox	Telecom	IP	None		TIR Missed: Yes	TIR:	1.16
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.16
INC000000288829	Michael Hanley	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288862	Laurina Schouten	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000288888	Jessica Johnson	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.86
INC000000288891	Doris Adams	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000288912	Cecilia Giron	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000288914	Amira Mijic	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000288917	Joanna McNamee	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000288918	Nicola Stark	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000288940	Barbara Garcia	Application	Error	eFIND/eSHARE			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000288948	Shauna Havey	None	None	None			TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000288973	Glen Taylor	None	None	None			TIR Missed: No	TIR:	0.00
	Salt Lake Data Center Operations	Gerard Russell	Workforce Services	Low	Resolved		TTR Missed: No	TTR:	0.00